Horizon SunRise™ epixtech

Proposal for:
Frederick County Public Libraries (FCPL)

submitted by

epixtech
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July 12, 2001

Frederick County Public Libraries

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PURCHASING DEPARTMENT
FREDERICK COUNTY, MARYLAND

Winchester Hall
12 East Church Street
Frederick, Maryland
21701

PHONE 301-694-1067
FAX 301-694-2521

COMMISSIONERS

David P. Gray
President

Terre R. Rhoderick
Vice President

Jan H. Gardner

Ilona M. Hogan

John L. Thompson, Jr.

COUNTY MANAGER

Ronald A. Hart

COMPTROLLER/ DIRECTOR OF FINANCE

Douglas D. Browning, CPA

PURCHASING DIRECTOR

Michael F. Haifley, CPPO

June 29, 2001

RFP#01-77, Library Automation Software
(#0000000275)

Addendum #1

The following information is to be incorporated into the above referenced RFP by way of reference. Please acknowledge receipt of this Addendum by including a copy of this page in the Technical portion of your response.

An electronic copy of this RFP and all Addenda can be found at the following Web site: **www.co.frederick.md.us/govt/rfp.**

MFH/js

End of Addendum #1

CHARACTER COUNTS!
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RESPONSIBILITY • FAIRNESS
CARING • CITIZENSHIP

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COMPTROLLER/ DIRECTOR OF FINANCE

Douglas D. Browning, CPA

PURCHASING DIRECTOR

Michael F. Haifley, CPPO

July 3, 2001

RFP #01-77, Library Automation Software

Addendum #2

The following information is hereby incorporated into the above mentioned bid by way of reference. Acknowledge receipt of this addendum by photocopying this page and enclosing it in the Technical portion of your response.

Implementation Schedule (page 2)

Vendors can expect to begin this project in early September since Board of County Commissioner approval is necessary before a contract can be signed.

In lieu of the required implementation schedule that uses server hardware already on site at FCPL, vendors may submit an implementation schedule that requires the purchase of a new server. Vendors should note that cost may prohibit FCPL from purchasing a new server.

System Capacity Requirements (page 3)

All of FCPL's PC's currently run Windows 95. Any new PCs that are purchased or any PCs that are replaced will have Windows 2000.

Server Architecture (page 3)

FCPL would like to use its present server, an HP9000 K380. Cost may prevent us from purchasing a new server. We do expect to purchase additional memory, disk drives, etc. If the cost of upgrading our existing server exceeds the cost of purchasing a new server FCPL may consider purchasing a new server.

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FCPL currently uses UNIX specifically HP-UX. Frederick County Government currently uses NT.

FCPL's present HP9000 also serves as a Web server.

FCPL currently uses Oracle 7. If an upgrade is necessary the vendor must state this on the exceptions portion of the cost page and also must include any costs associated with this upgrade.

Evaluation (page 4)

FCPL may require vendors to provide a demonstration of their software.

Vendor Response (page 5 - 7)

Backups (page 6)

Backups are currently run using a script. After implementation of the new system installed as a result of this RFP, FCPL would prefer to perform system backups without shutting down access to the database.

Support of Other Languages (page 6)

As the population of Frederick County grows it has become more diverse. Vendors must list the other languages, such as Spanish, French, etc. that their system supports.

Training (page 7)

Each vendor must list the major functional areas (public service, "back-of-house" and system administration) for which training will occur. For "back-of-house" areas, such as cataloging and system administration one training session must be held. For all public service areas, such as circulation and OPAC two training sessions must be held. Each training session must be able to accommodate a minimum of 9 and a maximum of 15 participants. Each vendor must provide the cost for this complete training package. Vendors must also include the cost of providing additional public service training sessions.

References (page 7)

As stated on page 7 vendors must submit the names of five (5) references.

System Requirements (page 8)

By User request and information module we mean those functions that allow a patron to place their own holds, view their own records, etc.

Information Gateway (WWW) should be deleted.

General Requirements (page 9)

Add to Number 9: Due to the nature of service provided by the Detention Center Library, FCPL requires that materials in this collection not be visible to patrons using the PACs in other library facilities or accessing our catalog remotely. Also materials in the collections of other Branch Libraries must not be visible to inmates using PACs at the Detention Center.

Page 10, Number 36: An example of third party software is Peoplesoft.

Client and User Interface Requirements (page 10-11)

The statement regarding "character-based client" should be deleted (#1a). The sentence should read:

____ Client software stored on the host machine that may be invoked from a remote workstation via a telnet session to provide minimal automation functionality without the need of local client software

Patron File (page 15)

Number 6 should read as follows:

_____6. The system must support at least 200 patron types.

MARC Holdings Records (page 20)

Vendors with systems that do not have a separate MARC Holdings screen should describe how their systems record and display this data, how the data is edited, the check-in procedure, and how consolidated holdings information is displayed.

Circulation Control (page 21)

Number 7 should read: The system must provide a method of batch-processing multiple items. This would allow staff to scan barcodes to change location codes, statuses, etc.

Preparation and Submittal of Proposal (page 60)

e. Material submitted does not have to be printed on both sides of the page.

Attached is pre-proposal sign-in sheet

Attachment
End of Addendum #2.
PMG/cmg

FREDERICK COUNTY, MARYLAND
DEPARTMENT OF PURCHASING

12 E. CHURCH STREET
FREDERICK, MARYLAND 21701

Purchasing Director
MICHAEL F. HAIFLEY, CPPO, C.P.M.

Telephone 301-694-1047
Fax 301-694-2521

June 26, 2001

RFP#01-77, (0000000275), Library Automation Software

Pre-Proposal Conference 1:30 PM,
Purchasing Department Conference Room, First Floor

Firm Name	Address	Phone #	Fax #	Representative
DSA Inc	10400 Eaton Place, Suite 500 Fairfax, VA 22030	(703) 591-3704	(703) 591-8418	James Dunkerley
~~EDEA~~ INTEGRATION/ MSDIS PDF services	~~3922 Rt 4 Fairfax, VA 22030~~	240-481-1418		Derrek Hicks
~~Ft~~ TLC	Research Park Inwood WV	304-229-0100		Thomas La/
VTLS Inc.	1701 Kraft Dr. Blacksburg, VA	540-557-1200(p) 540-557-1210(f)		Becky Shaw
epixtech Inc,	10812 Pine Blvd Dr. 46038	317.840-8089		
SQL STAR INTERNATIONAL	950 HERNDON PARKWAY, STE 110, HERNDON-VA-20170	571-331-0635 (PH) 703-481-6931 (FAX)		SUDIP ROY
G1440	10260 OLD COLUMBIA RD COLUMBIA, MD 21046	410 423 3900	410 423 3953	BRETT BELOTE
OLA FAKINLEDE	2945 MCGEE WAY OLNEY, MD 20832	877 627-6421 X111		MARNIC TECHNOLOGIES INC.

CERTIFICATION

The Department of Purchasing requests as a matter of policy that any firm receiving a contract or award from Frederick County, Maryland, shall make certification as below. Receipt of such certification, under oath, shall be a prerequisite to the award of contract and payment thereof.

I (we) hereby certify that if the contract is awarded to our firm, partnership or corporation that no member of the elected governing body of Frederick County, or members of his or her immediate family, including spouse, parents or children, or any person representing or purporting to represent any member or members of the elected governing body, has received or has been promised, directly or indirectly, any financial benefit, by way of fee, commission, finder's fee, political contribution, or any similar form of remuneration on account of the acts of awarding and/or executing this contract.

HANDWRITTEN SIGNATURE OF AUTHORIZED PRINCIPAL(S):

NAME: P. L. Ra

TITLE: Director, North American Sales Support

NAME OF FIRM/PARTNERSHIP/CORPORATION:

epixtech, inc.

DATE: July 10, 2001

COUNTY OF FREDERICK AFFIRMATIVE ACTION DATA FORM

The County of Frederick has established a program to ensure equal opportunity in its project bidding. We are asking you to help us in this effort by completing the Applicant Affirmative Action Data Form below. Completing the Data Form will assist us in monitoring the effectiveness of our program. THIS FORM WILL BE FILED SEPARATELY FROM YOUR BID PROPOSAL AND WILL NOT BE USED TO DISCRIMINATE IN ANYWAY IN THE PROJECT BIDDING OR AWARD PROCESS. The completion of this form is required for your participation and consideration.

1. **PROJECT:** RFP #01-77, Library Automation Software

2 **DATE:** July 10, 2001

3. **NAME OF BIDDER:** *epixtech, inc.*

4. **TYPE OF BUSINESS ENTITY:**

a.	____	Individual
b.	____	Sole Proprietorship
c.	____	General Partnership
d.	____	Limited Partnership
e.	____	Limited Liability Company
f.	____	S-Corporation
g.	X	C-Corporation
h.	____	Professional Corporation

5. **PERCENTAGE OF OWNERSHIP INTEREST (i.e., 1% - 100%)**

a. Based on Ethnic Origin:

1.	*	% White
2.	*	% Black/African-American
3.	*	% Hispanic
4.	*	% Asian
5.	*	% American Indian or Alaska Native

b. Based on Gender:

1.	*	% Male
2.	*	% Female

**epixtech* is owned by large investment groups - no data is available.

Note: Ethnic origin is defined by the Federal Equal Employment Opportunity Commission as follows:

White – (Not of the Hispanic Origin) All Persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

Black- (Not of the Hispanic Origin) All Persons having origins in any of the black racial groups of Africa.

Hispanic - All Persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.

Asian or Pacific Islanders – All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent or the Pacific Islands. The area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

American Indian or Alaskan Native – All persons having origins in any of the original peoples of North America and who maintain cultural identification through tribal affiliations or community recognition.

6. HOW DID YOU LEARN OF THE PROJECT FOR WHICH YOU ARE SUBMITTING A BID?

a. _____ Walk-in
b. _____ Newspaper Advertisement
c. _____ Cable Television Announcement
d. _____ Posted Announcement
e. X Other – Explain: Library Conference

FREDERICK COUNTY PUBLIC LIBRARIES

Executive Summary for
Frederick County Public Libraries

submitted by

epixtech

July 12, 2001

Executive Summary for Frederick County Public Libraries

Working With Frederick County to Meet Your Objectives

Frederick County is at an exciting crossroads: moving to a new automated library software system. Based on the RFP, Frederick County is looking for software that provides the functionality you require while offering flexibility for the headquarters and each of the branch libraries, at the same time addressing the specific security needs of the library in the detention center.

Timing is also essential for Frederick County, with the need to be fully implemented and operational by December 31, 2001. *epixtech* is able and prepared to work with Frederick County to meet your challenges and objectives.

Specific Issues Identified by Frederick County

Core Issues

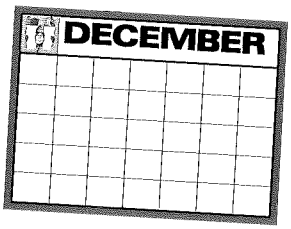
Some of the core issues Frederick County has identified as important from their RFP and the bidders conference are:

1. Software must meet system requirements, database features, and functional specifications
2. Frederick County wants to continue using the HP9000
3. Frederick County must be up and running by December 31, 2001
4. Specific security concerns related to the detention center library need to be addressed

Solutions to Frederick County's Issues

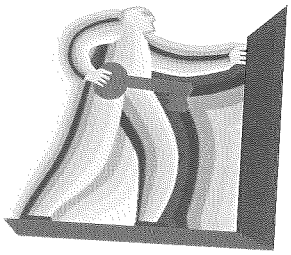
1. All of the modules requested by Frederick County as well as the vast majority of the system requirements, database features, and functional specifications will be met with *epixtech's* services and the Horizon Sunrise software.
   - *Frederick County identified 15 basic functions in the RFP that you require of an automated library system. Horizon Sunrise offers all 15 of those functions, as well as additional capabilities.*

2. Frederick County can continue using the HP9000.
   - *As shown in the configuration in Section 5, System Costs, we have proposed that Frederick County run the Horizon Sunrise software on your HP9000.*
   - *Other clients are successfully running Horizon Sunrise on an HP9000.*



3. Frederick County can be up and running on their new Horizon Sunrise system by December 31, 2001.

- *The tentative Implementation schedule included in Section 11, Vendor Response, identifies the tasks and associated timeline that will have Frederick County live on Horizon Sunrise before December 31, 2001. A final implementation schedule will be mutually agreed upon between FCPL and epixtech after a contract has been signed.*
- *Frederick County's existing data can be easily imported because Horizon Sunrise follows industry standards such as MARC and because epixtech has had experience converting data from numerous systems and has written utilities to speed the conversion process.*
- *Frederick County staff will be able to easily learn the intuitive Horizon interface; even residents of the detention center will quickly master circulation and other functions. Knowledgeable epixtech staff will train Frederick County personnel, customizing the training to meet your needs.*



4. Security concerns specific to the detention center will be accommodated with Horizon's security features.

- *One of Horizon's strengths is the depth and flexibility of security.*
- *Based on the user logon, access is granted to specific modules, and to specific functions within each module.*
- *System administrator assigns staff read and write rights to control access to and modification of data.*
- *We have proposed that the detention center use a separate database to further address security concerns*

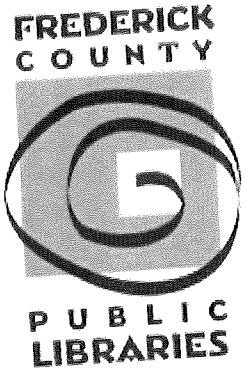
Conclusion

Why Choose epixtech?

epixtech

Frederick County can meet and exceed your objectives by partnering with *epixtech*. The Horizon Sunrise software is easily learned, flexible, and extremely customizable by location. Frederick County can rest assured that data and functions you want to prevent individuals from accessing are solidly secured via the system administration module.

epixtech looks forward to the possibility of partnering with Frederick County so you can meet your library automation goals and objectives of 2001 and usher in 2002 running Horizon Sunrise.



1: Vendor Response for
Frederick County Public Libraries

submitted by

July 12, 2001

July 10, 2001

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Patricia M. Guise, CPPB
Senior Buyer
Purchasing Department
Winchester Hall
12 East Church Street
Frederick, MD 21701

Dear Ms. Guise:

epixtech is pleased to respond the Request for Proposal for library automation software for the Frederick County Public Libraries. We appreciate the opportunity to earn the right to be your vendor for your next library automation system. We realize it is important for FCPL to use as much of your existing hardware as possible and we are confident that Horizon Sunrise will operate in your current network environment.

Based upon the RFP specifications, *epixtech* proposes the following for FCPL:

- Cataloging
- Circulation
- OPAC with Web Interface
- Serials Control
- Remote Patron Authentication
- TeleCirc
- Data Migration
- Self-Checkout Capability
- Report Generator
- Bookmobile

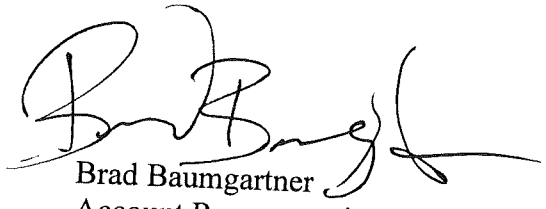
Frederick County Public Libraries will enjoy the best, most complete solution from *epixtech*. Allow me to detail a number of the benefits you receive from *epixtech:*

- We are the largest library automation vendor in the world, bringing FCPL years of experience working with customers to meet their specific needs.
- With over 7,000 installations of our systems, with the large number of employees dedicated to development and customer support, and with the dollars we budget for R&D every year, *epixtech, inc.* offers your library more than our competition is able to offer.
- We are able to keep up with new technology as it becomes available, therefore, offering you more solutions to your library needs than any other vendor.

Our products are proven for library automation. Horizon is a true client/server system installed in over 700 libraries worldwide. Because it is proven, you know the functionality necessary to run a library of the caliber of the Frederick County Public Libraries is present.

Again, thank you for the opportunity to respond to your RFP. We look forward to working with FCPL in the future.

Sincerely,



Brad Baumgartner
Account Representative

BB:eh

Vendor Profile
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Company Profile

The Company

epixtech, inc. has the staff and resources to meet libraries' needs now and in the future. Drawing experience from our client libraries around the world, *epixtech* leads the market in providing the best technology, functionality, and service for all types of libraries.

As one of the most well-established library automation companies in the industry, *epixtech, inc.* provides advanced library management systems and information access solutions to national and international library markets. *epixtech* transforms libraries with forward thinking web-based solutions and services and will continue to meet rapidly increasing demands for Internet services in the library industry.

With an installed base of more than 7,600 public, academic, school and special libraries, *epixtech* is the world's largest provider of library software. Products and support services are provided to 34 countries through 15 international offices.

epixtech is headquartered in Provo, Utah and also has offices in Evanston, Illinois; Waterloo, Ontario, and in countries throughout the world. *epixtech, inc.* was established when Ameritech Library Services was purchased by a private investment group headed by 21st Century Group, LLC, a private, ethnic-minority-controlled equity investment firm based in Dallas, Texas and Green Leaf Ridge Company, LLC, based in Chicago. *epixtech, inc.* was originally founded in 1983 as Dynix, Inc, and later merged with NOTIS Systems in 1994 to become Ameritech Library Services.

Under Lana Porter's continued management as president and CEO, *epixtech* will continue to provide its award winning automation systems to libraries and enable new web-based services and solutions that will help libraries improve services to their communities.

If FCPL would like to see audited financial statements, *epixtech* will gladly provide them upon receipt of a signed nondisclosure agreement. *epixtech* is not involved in any outstanding litigation.

epixtech Staff

epixtech's mission is to give its customers excellent service and innovative software. To do this, *epixtech* assigns nearly 50% of its 460 employees to developing software and supporting its products.

Department/Office	FTEs
Operation (Implementation/Support)	231
Product Management/ Development	85
Sales	44
Finance & Legal	57
Information Systems	15
Training	9
Marketing	11
Human Resources	5
Executive	3
TOTAL	**460**

Ordinarily, *epixtech* does not assign specific implementation staff to a client until a contract has been awarded. However, here is a list of our Library Consultants, who manage all aspects of a library project, profile the library and coordinate data migration and dataload, and work to assure a smooth implementation.

Jan Sheppard. Jan holds an MLS degree from the University of South Carolina. She worked in libraries for nine years before moving to Solinet and later to OCLC. Her library experience includes Reference, Cataloging, Director of a small University library, and Head of an Acquisitions Processing Center. She worked with the Library of Congress on the NACO project. After leaving OCLC Jan worked in Sales at *epixtech* for a number of years, then moved to a Special Projects Team for the Horizon system. For the last several years at *epixtech*, she has been working to implement Horizon systems.

Valerie Chase. Valerie holds an MLS degree from University of North Carolina, Chapel Hill. Valerie worked for 10 years at the Public Library in Bangor, Maine. Her last position there was as Circulation Supervisor. She worked in the Acquisitions Dept. at UNC while she was getting her library degree. Her last position before coming to work at *epixtech* was in the Systems Dept. at East Carolina University.

Parris Cobb. Parris has been a library consultant with *epixtech* since 1989. He has worked in training, support and consulting in Dynix, Scholar, and Horizon. His MLIS is from University of North Texas in Denton. Through his 25 years of library experience he has worked in all areas, including as Library Director. He came to *epixtech* from Nicholson Memorial Library System (TX), where he was system administrator for Dynix and support services coordinator with a staff of 40. He began working with the Horizon software 5 years ago, first as a trainer, and then in consulting and implementation.

Kathy Cunningham. Kathy obtained her MLS from the University of Michigan in 1968. She has worked in academic, special and public libraries. She also worked at the library system level in Illinois from 1981-1985, when I left to join the staff at Northwestern University as a NOTIS User Services Librarian, a combination of project management, library consulting and training. When NOTIS and Dynix were merged she began working with the Horizon product. She has trained, managed the *epixtech* side of the Chicago Library System DAC, provided software support and most recently managed Horizon implementation projects.

Brenda Fears. Brenda has been with *epixtech* for nearly 11 years. She began as a trainer and then started the in-house Library Consultant team for Dynix, a role she held for seven years. She then moved to Horizon and started the in-house library consultant team. Current title - Project Manager. Prior to coming to *epixtech*, Brenda worked for

Kitsap Regional Library for six years, and in the corporate library of Golder and Associates for one year.

Swanny Simpson. Swanny comes to *epixtech* with 15 years of technical and project management experience. Most recently, she was a Senior Consultant for The Hunter Group, where her work included acting as the project manager for a HR/payroll software for Cedar Sinai Medical Center in Beverly Hills.

epixtech Customers

Much of *epixtech's* strength comes from our broad customer base, which helps determine our development direction and product strategy. *epixtech*'s complete solutions are used by public, academic, and special libraries all over the world.

- **Public Libraries**. *epixtech* serves public libraries in the United States using both Dynix and Horizon software. Public libraries supported include New York Public Library, Miami-Dade Public Library, Indianapolis-Marion County Public Library, Fort Bend County Library, and King County Public Library.

- **Academic Libraries** include large universities, colleges, and research libraries. Customers include University of Chicago, Harvard University, and Johns Hopkins University.

- **Special Libraries**. Special libraries include corporate libraries, government information agencies, religious, legal and medical institutions, and museums. *epixtech* supports the Microsoft Corporate Library, Time Warner Research Library, and IBM T.J. Watson Research Center, and others.

- **International Libraries**. Internationally, *epixtech* supports libraries in 34 countries through our 15 international offices. *epixtech* currently has offices in six locations (Canada, UK, New Zealand, Taiwan, Australia, and France) and ten distributors: DynixGmbH (Germany), Interleaf (Ireland), Advanced Arabian Systems (Saudi Arabia--includes Egypt), Ergodata (Greece, Bosnia and Cyprus), Efacec (Portugal), Macrotec (Mexico and Latin America), ST Technologies (Hong Kong and Macau), Finegold Associates (China), and Libnet (Thailand). Customers include the national libraries of Australia, Canada, Ireland, Mexico, New Zealand, Thailand, and all public libraries in Hong Kong.

- **School Libraries**. *epixtech*'s school library system (Dynix Scholar) supports school libraries and media centers, including Dallas Public School System, and many private schools, such as Peddie.

The Products

epixtech offers products designed to maximize libraries' investments in technology and infrastructure while delivering functionality and flexibility.

Horizon Sunrise

Horizon Sunrise is the proven graphical client/server system for libraries around the world. Horizon Sunrise's success is due to the fact that it offers a complete graphical interface using Windows, client/server architecture, and the power of a relational database. The system can be run today under either UNIX or NT. All major functional modules are currently available, including cataloging, OPAC, circulation, acquisitions, serials, bindery, inventory, and reserve book room.

*i*Pac

Using the power of the Internet to expand access to your library catalog and resources, *i*Pac offers a simple, easy to manage web-based public access solution. Whether patrons are in the library, the office, or at home, the wealth of your information resources is at their fingertips.
Convenience and ease of use are central aspects of our *i*Pac products. Patron self-services are built in for Horizon Sunrise library patrons. And for the library system administrators, *i*Pac is designed as server software to eliminate workstation platform dependence and the unnecessary burden of workstation by workstation maintenance. Patrons can access your library from anywhere in the world, on any computer that supports a current web browser and an Internet connection. Your staff only has one machine to maintain.

ConnectLIB

Partnerships become very important in this scenario. *epixtech* has always fostered successful partnerships as good business. We will continue this practice and cultivate partnerships with other companies selling into this market segment

epixtech library information management systems include ConnectLIB products for patron self-services, desktop management, and interlibrary loan functionality. Through the ConnectLIB products and services *epixtech* fills a marketplace demand for software that can be interconnected so that libraries can assemble a system that best meets their needs from a wide variety of vendors. For instance, with *epixtech*'s Resource Sharing ILL/DD system, a library can connect with Horizon and Dynix systems for ILL, and can also connect with any other vendor's standards-compliant system. As customers purchase and implement ConnectLIB products, they are building the library system that meets their needs.

ConnectLIB products and services currently include:

- TeleCirc II
- PC Reliance
- Resource Sharing System (interlibrary loan)
- Media Server
- 3M SelfCheck system
- Networking services (ISP, NetConnect)
- Managed PCs
- Technology Refresh
- Universal Service Fund

Exceptional Training

epixtech uses the "train the trainer" approach. *epixtech* will train small groups of experts in all of the purchased modules, and provide the necessary training materials for the experts to train the rest of your staff.

As you choose the best training for you, keep in mind that *epixtech* education services are delivered in a variety of ways: computer-based training, regional training, and on-site training.

On-Line Learning

epixtech is pleased to introduce the first in a series of online learning modules. This new training option is ideal for introductory self-paced training and refresher training and to help our customers make the most out of their investment in automation solutions.

The Service

epixtech, inc. knows that a system is only as good as the support that is behind it. We have implemented support technology to make it easier than ever for libraries to get the support they need.

epixtech realizes that libraries need top quality service to back up products and services. That's why we offer 7 x 24 emergency service every day of the year for all of our products and a wide variety of network services. Service staff can be reached via our 800 service number or via the web using our Log Express service. Using Log Express, customers can easily enter and monitor service logs as well as determine if other libraries have encountered the problem and what solution was provided. As a continuing check on the quality of our service we randomly generate satisfaction surveys which are sent to customers to determine if the problem was addressed promptly and properly. We're pleased to report a satisfaction rating exceeding 90%. This is an impressive achievement for any company.

The Future

epixtech has the resources and expertise to move library technology throughout the next millennium. *epixtech*'s plan encompasses new technologies, proven systems, and compliance to industry standards.

Development Strategy

epixtech's ongoing development is based on using the following key components:

- Standardized development tools
- Compliance with industry standards
- Multi-tiered architecture
- Windows and web clients
- Database independence

epixtech's direction is designed to address the real problems facing libraries today. As *epixtech* looks to the future, there are several key areas we intend to focus on:

1. **Web Integration.** The full integration of web based resources is an important consideration for all libraries. Through our efforts at incorporating developments like the Dublin Core Metadata elements, producing a state-of-the-art Web PAC, and offering full GUI clients, we are well-positioned to offer libraries complete and comprehensive integration of the Web.

2. **Borrower Empowerment.** Increasingly, libraries will be seeking ways to help patrons "help themselves" to the resources of the library. Through self check out, credit card payment systems, patron profiles, etc., the library will be increasingly using the precious resource of librarians to ensure that patrons are connected with validated, relevant information for their needs, rather than information chaos.

3. **Networking.** The future of information on networks is clear, it will grow exponentially. Positioning the library as a "hub" on the information network is the job of our design teams. Through our products and services, we will position the library as a place where a borrower can enter the information network and access rich, validated resources, using proven indexing and search/retrieval mechanisms that result in minimal "noise" for the user.

4. **Distance Education.** Distance education represents a huge opportunity for libraries. Making *epixtech* libraries both partners in the creation of, and an outlet for, distance education is an important goal. The re-defining of education that is required by distance education is so profound it stretches the imagination. Just as distance education puts the very idea of a physical school into question, it requires a new definition of libraries to support this kind of learning.

Why partner with *epixtech, inc.*

epixtech believes in the future of libraries, not just as institutions, but as a vibrant, important part of the future of information. As a result, our detailed product plans, staffing, service and overall direction are focused on developing new products and services for libraries that will position them as "information hubs" in their communities. We want the library to be a place where people come to find authenticated, validated information resources of all types that are housed not only in the library, but all over the world.

Through the power of computers and networks, the physical collections and buildings we've known for centuries as libraries are undergoing a transformation unlike any previous, except possibly that created by the advent of the printing press itself. Our goal is to enable libraries to emerge from this current transformation not only as strong, but stronger than they entered. While we currently enjoy the position as the largest supplier of library automation systems in the world, we realize that only through continued development coupled with a focus on service and customers will we remain the best choice for libraries worldwide.

epixtech

System Growth and Conversion of Data

System Growth

New releases of the Horizon Sunrise software with additional features are provided to clients free of charge as part of their ongoing maintenance and support. When FCPL reaches the point that you need to increase the number of licensed users, you simply contact *epixtech* and make arrangements to pay for the additional seat licenses needed.

Conversion of Data

epixtech will accept **bibliographic** and **item** data in MARC format.

To convert the **patron** file, we will work with FCPL to write a program to provide the patron records in BIMPORT format (a proprietary format that allows you to continue importing patron records as needed in the future). FCPL must provide the patron file as a pre-defined or ASCII delimited file with field descriptions.

The **Community Resources** records must be in MARC format.

We have included 3 custom programming days to accommodate the translation of the 10-digit **barcodes** back to the original 14-digit barcodes. We anticipate this to be more than enough time, but need additional information (e.g., the algorithm that was used) to know exactly how much time will be required.

Licensing Issues

Licensing for Horizon Sunrise software is based on internal workstations – whether the workstations are running staff modules or PAC. There is no limit to the number of external users who access PAC via the internet.

Based on the requirements in the RFP we have proposed licensing for 112 users. We have also provided, behind this page, a copy of our software license agreement.

Purchase and License Agreement Between
epixtech, inc.
and
the Library

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PURCHASE AGREEMENT

This Agreement is made and entered into by and between *epixtech, inc.* (hereinafter referred to as "*epixtech*"), a Utah corporation having its offices at 400 West 5050 North, Provo, Utah 84604 and _____ (hereinafter referred to as the "Library"), having its offices at _____. The term "*epixtech*" shall also refer to the company, its agents, suppliers, and its subcontractors.

RECITALS

WHEREAS, the Library desires to contract with *epixtech* to obtain the Equipment, license to the Software, and other services described herein and *epixtech* desires to contract with the Library to provide said Equipment, license to the Software, and the services described herein;

NOW THEREFORE, in consideration of the mutual covenants, promises and undertakings contained herein, the parties hereto hereby agree as follows:

1. FURNISHING OF EQUIPMENT AND SOFTWARE

Subject to the terms and conditions set forth herein, *epixtech* agrees to provide at locations specified by the Library, and the Library hereby agrees to purchase the goods and services described in Rider A.

2. CONTRACT DOCUMENTS

The contract documents are this Agreement, including the following Riders attached hereto:

Rider A.	Configuration
Rider B.	Operating System License
Rider C.	Testing Procedures
Rider D.	Taxes
Rider E.	Workstation Requirements

Each of these documents is incorporated herein by this reference as if set forth in full, and shall constitute a part of this Agreement.

The failure of this Agreement to include reference to any matter contained in any other contract document shall not be deemed to constitute a conflict.

3. DEFINITION OF TERMS

A. *Equipment:* The items listed on Rider A hereto under the subheadings *Server Hardware* and *Server Accessories*.

B. *System:* The total complement of Equipment and Licensed Software furnished and maintained by *epixtech* which operates on the Database Server, Access Server, and on Workstation(s) supplied by the Library.

C. *Licensed Software (or Software):* Each *epixtech*-brand Licensed Software product listed in Rider B under the subheading *Core Software*, including machine-readable object code (not source code) for such product, any user documentation for such product, and any other related materials which are furnished to the

Library by *epixtech* for use in connection with such product, as well as any *epixtech*-developed software modules that are purchased subsequent to this Agreement.

D. *Database Server:* The computer equipment set forth in Rider A under the subheadings *Database Server Hardware* and *Database Server Accessories* acquired and operated by the Library to provide database management services in connection with the Licensed Software.

E. *WebPAC Server:* The computer equipment set forth in Rider A under the subheading *WebPAC Server* acquired and operated by the Library to provide web access and gateway services to the Database Server in connection with the Licensed Software.

F. *Workstation:* An end user machine provided by the Library on which client software operates to access the Database Server and which meets or exceeds the specifications required for operation of the Licensed Software.

G. *Network Products:* Those items set forth in Rider A under the subheading *Network Products.*

H. *Peripheral Hardware:* Those items set forth in Rider A under the subheading *Peripheral Hardware.*

4. RISK OF LOSS

epixtech is responsible for all risks of loss or damage to Equipment and/or Network Products furnished under this Agreement until delivery is made inside the Library premises. Thereafter the Library will be responsible for risks of loss or damage, except for loss or damage caused by *epixtech* in the process of installation.

Title to the Equipment shall pass from *epixtech* to the Library upon completion of the Hardware Functionality Test.

5. WARRANTY

A. *epixtech* warrants that *epixtech* has the right to license the Licensed Software and to sell the Equipment, and other products which are described in Rider A of this Agreement.

B. *epixtech* warrants that the Licensed Software delivered will comply with the functions defined by the user manuals.

C. *epixtech* warrants that all of the Equipment described in Rider A will be delivered new and not as "used" Equipment unless the fact that Equipment has been used has been disclosed to and approved by the Library.

D. *epixtech* warrants that newly-purchased Licensed Software modules will be maintained by *epixtech* at *epixtech's* expense for a period of one (1) year from installation. The Equipment comes with a manufacturer's warranty if available.

E. *epixtech* warrants that it is an authorized distributor for the sublicensed software and that with the execution of this Agreement, the Library will have the right to use the sublicensed software needed for operation of the System.

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES OF ANY TYPE WHETHER EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

6. PAYMENT SCHEDULE

epixtech shall submit all invoices to the Library at the address shown in the first paragraph of this Agreement. The Library is solely responsible for payment of all invoices. *epixtech* will not provide multiple invoices or bill entities other than the Library, including consortium members or governing boards, unless stated otherwise in this Agreement. Invoices shall be considered past due 30 days after the date shown thereon. Late invoices are subject to 1½% per month interest charge (18% per annum). Payment is due upon invoice for successful completion of contract milestones as shown below:

*MILESTONE	% PAYMENT	AMOUNT
Contract Signing	10%	
Staging of Database Server	50%	
Delivery of Database Server	10%	
Delivery of Core Pak & Completion of Data Load Test	15%	
Training	5%	
Completion of Module Functionality Tests**	10%	
TOTAL	**100 %**	**$**

* Any applicable sales taxes will be added to your invoice unless proof of tax-exemption has been provided.
** Must be completed or waived within 30 days of training.

7. TAXATION

The Library shall identify to *epixtech* all sales and use taxes which it may be required to pay in the execution of this Agreement. The Library agrees to indemnify *epixtech* for all taxes which *epixtech* may be required to collect and pay or have not been paid by the Library, together with any legal fees, penalties, interest and/or other charges which may be incurred by *epixtech* in relation to the assessment and payment of taxes in the event the Library fails to identify all such taxes.

If the Library is exempt from taxes, photocopies of applicable certificates demonstrating exemption shall be provided by the Library prior to the execution of this Agreement.

8. SOFTWARE LICENSE

A. *GENERAL*

Subject to the terms and conditions hereinafter set forth, *epixtech* hereby grants to the Library a nontransferable, nonassignable, nonsublicenseable, nonexclusive and royalty-free license (the "License") to use the Licensed Software solely in the conduct of the business of the Library on the Database Server, WebPAC Server, and Workstations for the number of users shown in Rider A. Licensed Software will be

provided by *epixtech* to the Library pursuant to the terms of this Agreement, only in machine-readable object code. The Library acknowledges that by virtue of this License, the Library acquires only the right to use the original and permitted duplicate copy of the Licensed Software as described herein and does not acquire any rights of ownership in the Licensed Software which rights shall remain exclusively with *epixtech*. The term of License shall commence upon delivery of the first module of Licensed Software and shall remain in force as long as the Library is in compliance with all the provisions of the Agreement.

B. *RIGHT TO COPY*

No portion of the Licensed Software or any updates or enhancements to the Licensed Software may be duplicated by the Library except that the Library may make one copy of the machine-readable portion thereof for normal security backup purposes, provided that the Library properly reproduces on such copy all notices of *epixtech's* patent, copyright, trademark, and/or trade secret rights.

C. *TITLE TO SOFTWARE*

epixtech retains ownership of all Licensed Software and related documentation.

Within thirty (30) days from the date of the Library's discontinuance of the use of any portion of the Licensed Software licensed hereunder, the Library shall furnish *epixtech* with written notice certifying that through its best efforts and to the best of its knowledge, all machine-readable code, user documentation or other related materials provided to the Library with such Licensed Software, including any copy thereof, whether in whole or in part, have been destroyed or returned as follows:

1. All documents relating to such discontinued portion of the Licensed Software shall be returned to *epixtech*; and

2. The originals and all copies of any machine-readable materials containing all or any portion of the discontinued Licensed Software shall be destroyed or purged so as to totally remove from such machine-readable materials all codes relating to the discontinued portion of the Licensed Software.

D. *MATERIALS DEVELOPED BY epixtech OR THE LIBRARY*

The Library agrees that all training and procedural materials developed by *epixtech* in conjunction with the Licensed Software shall be the property of *epixtech*. The Library further agrees that additions and supplements to the Licensed Software which may be developed for the Library through the reimbursed or unreimbursed efforts of *epixtech* employees or agents shall be the exclusive property of *epixtech*. All software, training and procedural materials developed by the Library acting without *epixtech* shall be the exclusive property of the Library.

E. *PROPRIETARY RIGHTS*

epixtech retains for itself, and the Library acknowledges that *epixtech* so retains, all proprietary rights in and to all designs, engineering details, and other software pertaining to the System, and any and all such Systems. The Licensed Software shall be deemed to be the trade secrets of *epixtech*. The Library shall not reverse assemble, reverse compile or translate any portion of the Licensed Software.

F. *PROTECTION OF PROPRIETARY INFORMATION*

The Library recognizes and agrees that all Licensed Software and updates of Licensed Software which are provided to the Library:

1. are considered by *epixtech* to be trade secrets of *epixtech*;

2. are furnished by *epixtech* to the Library in confidence; and

3. contain proprietary and confidential information.

epixtech's placement of a copyright notice on any portion of any Licensed Software or any update to such Licensed Software will not be construed to mean that such portion has been published and will not derogate from any claim that such portion is a trade secret or contains proprietary and confidential information of *epixtech*.

The Library agrees to hold all such Licensed Software and updates and enhancements to the Licensed Software, in confidence at least to the extent that it protects its own similar confidential information and to take all reasonable precautions consistent with general accepted standards in the data processing industry to safeguard the confidentiality of such information. No portion of any update or enhancement to the Licensed Software may be disclosed, furnished, transferred or otherwise made available by the Library to any person except to those of its employees who need to use such information in accordance with this Software License. The Library agrees to take appropriate action by instruction, agreement and otherwise with its employees to inform them of the trade secret, proprietary, and confidential nature of the Licensed Software and the updates and enhancements disclosed to the Library under this Agreement, and to obtain their compliance with the terms hereof. The obligations of this paragraph will survive the termination of this Agreement.

G. *ACCESS TO SOURCE CODE*

Copies of the Licensed Software in machine-readable source code along with necessary documentation for installing, maintaining or modifying the Licensed Software have been deposited with Data Securities International, Inc., of San Diego, California, under a deposit agreement. *epixtech* shall maintain in good force for the duration of this Agreement a deposit agreement and will not cancel or modify said deposit agreement without thirty days notice to the Library. The Library shall be entitled to access the materials in escrow if, i) it is covered at the time of request by software maintenance and, according to the terms of the deposit agreement, essential services cannot be made available to the Library by *epixtech*; and ii) the Library is a registered licensee with Data Securities International, Inc. The Library may become a registered licensee either directly with Data Securities International, Inc. or by becoming a member of the Horizon Software Users' Group which is itself a registered licensee.

9. PATENT AND COPYRIGHT PROTECTION

epixtech will: (1) assume the defense of any suit brought against the Library for infringement of any United States patent or copyright to the extent it is based upon the Equipment or Licensed Software provided under this Agreement; (2) defray the expense of such defense; and (3) indemnify the Library against any monetary damages and/or costs in such suit; provided that: (l) *epixtech* is given sole and exclusive control of the defense of such suit and sole and exclusive control of negotiations relative to the settlement thereof; (2) the liability claimed shall have arisen solely because of *epixtech's* selection as to the design or composition of the Licensed Software or the Equipment, and that the Licensed Software or the Equipment is used by the Library in the form, state or condition as delivered by *epixtech*; (3) that the Library shall have substantially performed all of its obligations under this Agreement; and (4) that the Library provides *epixtech* with written notice of any claim with respect to which the Library asserts that *epixtech* assumes responsibility under this Article within 10 days of receipt of notice of such a claim by the Library.

Should any Equipment or Licensed Software which has not incurred any unauthorized modifications or combinations become, or in *epixtech's* opinion be likely to become, the subject of a claim of infringement, then the Library shall permit *epixtech*, at *epixtech's* option and expense, either to: (i). procure for the Library the right to continue using the Equipment and Licensed Software, or (ii). replace or modify the Equipment or Licensed

Software so that it becomes non-infringing and functionally equivalent, or upon failure of (i) and (ii), despite the reasonable efforts of *epixtech*, (iii). buy back the Equipment or Licensed Software at the Library's net book value.

THIS ARTICLE STATES THE ENTIRE LIABILITY OF *epixtech* FOR PATENT OR COPYRIGHT INFRINGEMENT BY THE LICENSED SOFTWARE OR THE EQUIPMENT OR ANY PORTIONS THEREOF.

10. INDEMNIFICATION AND LIMITATION OF LIABILITY

epixtech will assume the defense of, and indemnify and save harmless, the Library, its officers and employees from and against all damages and liability resulting directly from gross negligence or willful misconduct of *epixtech* in the performance of this Agreement.

epixtech will effect the repair or replacement of the system or correct the performance of its services in accordance with Section 5, and this will constitute its and its suppliers' sole liability for any failure or defects of such system or services;

epixtech's and its suppliers' liability on any claims for damages, losses or expenses arising out of this Agreement will be limited to direct damages and will not exceed the system purchase price, except as provided in Section 9, the preceding paragraph, or for personal injury and damage to tangible personal property claims;

NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, NEITHER *epixtech*, ITS AFFILIATES, SUBSIDIARIES, PARENT CORPORATION, ANY OF ITS PARENT CORPORATION'S AFFILIATES OR SUBSIDIARIES, INCLUDING THEIR OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS, NOR *epixtech* SUPPLIERS, INCLUDING THEIR OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS NOR THEIR SUBSIDIARIES, SHALL BE LIABLE TO OR THROUGH THE LIBRARY FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST REVENUE OR FAILURE TO REALIZE EXPECTED SAVINGS) SUSTAINED OR INCURRED IN CONNECTION WITH THE PERFORMANCE OR NONPERFORMANCE OF WORK UNDER THIS AGREEMENT AND ANY AMENDMENTS THERETO, OR THE PROVISION, USE OR OPERATION OF THE SYSTEM OR SERVICES PROVIDED OR SOLD HEREUNDER, REGARDLESS OF THE FORM OF ACTION AND WHETHER OR NOT SUCH DAMAGES ARE FORESEEABLE;

THIS SECTION 10 SHALL SURVIVE FAILURE OF ANY EXCLUSIVE REMEDY.

11. INSURANCE

During the performance of this Agreement, *epixtech* will maintain in full force and effect the following insurance coverage:

A. *WORKER'S COMPENSATION*

Full Worker's Compensation in full compliance with applicable state statutes.

B. *GENERAL LIABILITY INSURANCE*

epixtech shall provide sufficiently broad coverage to include:

General Liability Insurance

Personal Injury Liability

The amount of the policy shall be no less than $1,000,000 Single Limit per occurrence and no more than $2,000,000 in the aggregate, issued by an insurer licensed to do business within the state in which the Library is located.

epixtech will have a certificate of insurance completed and filed with the director of the Library within thirty (30) days of a written request of the Library. No cancellation, change in coverage, or expiration by the insurance company or the insured shall occur during the term of this contract, without thirty (30) days written notice to the Library prior to the effective date of such cancellation or change in coverage.

12. LIBRARY RESPONSIBILITIES

The Library will, at its own expense, prepare the site or sites for installation of the Database Server, Workstations, and network it has acquired to run the *epixtech* Software.

The Library will provide *epixtech* with adequate and timely support or information with regard to its administrative, operational and management procedures, and any data necessary to effectively complete installation or implementation of the System and other products. Once the installation has been completed, the Library will manage and operate the System and other products.

13. ASSIGNMENT

No assignment of this Agreement or any right or interest herein by either party will be effective unless the other party has given its written consent to such assignment. However, *epixtech* may assign this Agreement to an affiliate or subsidiary of *epixtech* or its parent corporation within its corporate structure, including its affiliates, subsidiaries and parent corporation, or assign its rights to receive payments hereunder without the Library's consent.

14. NO WAIVER

No waiver of any breach of any term or condition of this Agreement shall be construed to waive any subsequent breach of the same or any other term or condition of this Agreement.

15. FORCE MAJEURE

The parties will exercise every reasonable effort to meet their respective obligations hereunder but shall not be liable for delays resulting from force majeure or other causes beyond their reasonable control, including, but not limited to, compliance with any Government law or regulation, acts of God, acts of omission, fires, strikes, lockouts, national disasters, wars, riots, transportation problems and/or any other cause whatsoever beyond the reasonable control of the parties.

16. NOTICES

All notices given hereunder will be sent registered, certified or overnight delivery, addressed to the other party at the addresses shown in the first paragraph of this Agreement or such other address as either party may specify in writing.

17. SEVERABILITY

If any provision of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.

18. GOVERNING LAW

This Agreement shall be governed by the laws of the State of _____.

19. NONDISCRIMINATION

Neither *epixtech*, nor any officer, agent, employee, servant or subcontractor of *epixtech* shall discriminate in the treatment or employment of an individual or groups of individuals on the grounds of race, color, religion, national origin, age, sex or disability unrelated to job performance, either directly, indirectly or through contractual or other arrangements.

20. AGREEMENT EXTENSION AND MODIFICATION CLAUSE

The Agreement may be modified or extended in accordance with the following procedures: In the event that all parties to the Agreement agree that such changes would be of a minor and nonmaterial nature, such changes may be effected by a written statement which describes the situation and is signed, prior to the effectiveness, by both parties. In the event that the changes are determined by either or both parties to the Agreement to be of a major or complex nature, then the change shall be by formal amendment of the Agreement signed by the parties and made a permanent part of the Agreement.

21. RETURNS

The Library may incur restocking fees and other like assessments if it changes the types and quantities of items purchased under this Agreement after the items have been ordered. Compaq Computer Corporation, Dell Computer Corporation, and Hewlett Packard will not allow the Library to return any items. Should *epixtech* order items for the Library from these companies, the Library will be responsible for the cost thereof.

22. NON-COLLUSION COVENANT

epixtech hereby represents and agrees that it has in no way entered into any contingent fee arrangement with any firm or person concerning the obtaining of this Agreement with the Library. *epixtech* has received from the Library no incentive or special payments, or considerations not related to the provision of automation systems and services described in this Agreement.

23. HEADINGS NOT CONTROLLING

Headings and titles used in this Agreement are for reference purposes only and shall not be deemed a part of this Agreement.

24. STATEMENT OF CONFIDENTIALITY

The contents of this document are unpublished, proprietary and confidential and may not be copied, disclosed, or used, in whole or in part, without the express written permission of *epixtech*, except to the extent required by law and insofar as is reasonably necessary in order to review and evaluate the information contained herein.

25. ENTIRE AGREEMENT

The terms contained in this Agreement and any attachment(s) referred to herein constitute the entire agreement between the parties with respect to the subject matter hereof, superseding all prior understandings, proposals and other communications, oral or written. Neither party shall be bound by any pre-printed terms additional to or different from those in this Agreement that may appear subsequently in the other party's form documents, purchase orders, quotations, acknowledgments, invoices or other communications.

26. DUPLICATE ORIGINALS

This Agreement may be executed in duplicate originals. Each duplicate signed by both *epixtech* and the Library shall be deemed an original copy of the Agreement.

IN WITNESS WHEREOF, the parties have caused this Agreement, which shall inure to the benefit of and be binding upon the successors of the respective parties, to be signed and entered as of the last date indicated below.

epixtech, inc.	The Library
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____

RIDER A

CONFIGURATION # «Quote_No»

RIDER B

OPERATING SYSTEM LICENSE

The following terms apply to the sublicense of Sybase Software.

1. Only a non-exclusive, nontransferable right to use the related software on a single computer system (designated by serial number or equivalent) is granted to the Library and no right to use other Embedded Run-Time Version of the Sybase Program is granted;
2. *epixtech* and/or its licensor retain all title to the Licensed Copy, and all copies thereof, and no title to the Licensed Copy, or any intellectual property therein, is transferred to the Library;
3. The Library may not copy the Licensed Copy, except for backup and archival purposes only, and the licensee shall include on all copies of the Licensed Copy all copyright and other proprietary notices or legends included on the Licensed Copy when it was shipped to the Library;
4. The Library agrees not to reverse assemble, decompile, or otherwise attempt to derive source code from the Licensed Copy;
5. The Library agrees to comply with all export and re-export restrictions and regulations ("Export Restrictions") imposed by the governments of the United States. The Library will not commit any act or omission which will result in a breach of any such Export Requirements; the Library agrees that it will comply in all respects with any governmental laws, orders or other restrictions on the export of the Program and the Licensed Copy (and related information and documentation) which may be imposed from time to time by the governments of the United States and Canada ("Export Requirements"). The Library will take all actions which may be reasonably necessary to assure that it does not contravene the Export Requirements. Without limiting the foregoing, the Library agrees that unless prior authorization is obtained from the U.S. Office of Export Administration, it will not export, re-export or transship, directly or indirectly, to country groups Q, S, W, Y, or Z (as defined in the Export Administration Regulations) or Afghanistan or the People's Republic of China (excluding Taiwan), or disclose to any national or resident thereof, any of the technical data or software disclosed or provided to the Library or the direct product of such technical data or data described on the Control List with a letter "A" following its Export termination of the Licensed Copy license agreement.
6. Although copyrighted, the Licensed Copy is unpublished and contains proprietary and confidential information of *epixtech* and its licensor and is considered by *epixtech* and its licensor to constitute valuable trade secrets. The Library will hold the Licensed Copy in confidence and shall protect the Licensed Copy with at least the same degree of care with which the Library protects its own similar confidential information;
7. *epixtech's* licensors of software included in the Licensed Copy are direct and intended third party beneficiaries of the license agreement and may enforce it directly against the Library; provided however, that none of such licensors shall be liable to the Library for any general, special, direct, indirect, consequential, incidental, or other damages arising out of or related to the Licensed Copy, and
8. Upon termination of the license for the Licensed Copy, the Library shall return to *epixtech* all copies of the Licensed Copy, or certify to *epixtech* that the licensee has destroyed all such copies.

RIDER C

Schedule 1

HARDWARE FUNCTIONALITY TEST

PURPOSE:

The purpose of the Hardware Functionality Test is to ascertain that the Library's Database Server supplied by *epixtech* is staged and operational. This test explanation is included for the Library's information.

TIMING:

The Hardware Functionality Test will be performed by the *epixtech* installer immediately after successful staging of the Database Hardware Server at *epixtech*.

PERFORMED BY:

epixtech personnel.

TEST METHODOLOGY:

This examination will include the following tests as applicable for the Database Server supplied by *epixtech* then staged:

(a) Central Processing Unit(s) diagnostic test

(b) Memory unit(s) diagnostic test

(c) Disk storage/controller unit(s) diagnostic test. [Including the writing of a disk file, the reading of a disk file, and the erasure of a disk file.]

(d) Magnetic tape drive units(s) diagnostic test. [Including the writing of a file to tape, the reading of a file from tape.]

ACCEPTANCE:

The Equipment will be accepted, the title to the Equipment will transfer to the Library, and the Library will be obligated to pay invoices according to the payment schedule when all of the above tests are successfully completed.

RIDER C

Schedule 2

DATA LOAD TEST

PURPOSE:

The purpose of the Data Load Test is to demonstrate and verify that the Library's data files will be properly processed.

TIMING:

This test will be performed after all test records have been loaded and processed. This test may overlap other tests.

PERFORMED BY:

Library staff in conjunction with *epixtech* staff.

TEST METHODOLOGY:

(1) The Library and *epixtech* will jointly develop data load specifications. These specifications (the "Load Specifications") shall be set forth in writing by the Library. *epixtech* will assist the Library in identifying inaccuracies or deficiencies in the Load Specifications as revealed by actual loading and will work with the Library to revise the Load Specification as appropriate. Revisions made as the result of inaccuracies in the Load Specifications may result in delays in record processing and additional charges.

(2) The Library shall identify by control number (e.g. ISBN, LCCN, OCLC) and provide on a mutually agreed upon medium (e.g., FTP, e-mail) for direct input up to ten thousand (10,000) bibliographic records and matching authority records if applicable, (the "Test Set") that shall be used to verify that processing will be done according to specifications. The Library is responsible for selecting an accurate and representative Test Set. The records must include an identifiable match point (e.g. control number, ISBN, LCCN, OCLC # etc.)

(3) *epixtech* shall develop and/or modify programs on the Library's system to process the data files according to the Load Specifications. The Library will then load the Test Set from tape via all *epixtech* documentation described methods. Thereafter, the Library will execute all appropriate searching commands as described by current *epixtech* documentation.

(4) The Library shall have five (5) working days from the time *epixtech* delivers the processed record information for examination to review the Test Set and identify any discrepancies between the processed data and the Load Specifications. Notwithstanding the proceeding, the Library shall communicate with *epixtech* within two (2) working days of receiving the processed record information in order to discuss the progress of the Library's review. Examples of discrepancies shall be clearly reported to *epixtech*.

(5) *epixtech* will correct all reported problems as identified in (4) above. Steps 3-4 will be repeated until the Test Set is properly loaded according to the Load Specifications.

(6) *epixtech* and the Library agree that *epixtech* shall not be responsible for fixing problems not identified by the Load Specifications nor for correcting erroneous records supplied to *epixtech* by the Library.

ACCEPTANCE:

The Data Load Test shall be successfully completed when the Test Set has been processed to meet the Load Specifications. If *epixtech* receives no notice of load discrepancies within seven (7) working days of delivering the processed records information for examination, the test shall be deemed successful. Upon successful completion of the Data Load Test the Library shall pay the applicable invoice.

REMEDIES:

In the event that *epixtech* is unable to successfully complete the test within 60 days of delivery of the first set of processed records to the Library then the Library may, at its option:

(1) stipulate time extension in which *epixtech* must complete the Data Load Test and withhold all payments associated with the test which are due or may become due until the test is passed; or

(2) declare *epixtech* in breach of contract and require *epixtech* to refund all monies paid to *epixtech* under this Agreement. *epixtech* shall have the right, at its expense, to remove all Equipment, Licensed Software and supplies provided under this Agreement.

These remedies shall be the Library's exclusive remedies in the event *epixtech* is unable to pass the Data Load Test within sixty (60) days of delivery of the first set of processed records to the Library.

RIDER C

Schedule 3

MODULE FUNCTIONALITY TEST

PURPOSE:

The purpose of the Module Functionality Test is to verify that the required functional capabilities of the Licensed Software purchased have been delivered.

TIMING:

Testing will coincide with the installation of the various modules and shall be completed or waived within thirty (30) days of training.

PERFORMED BY:

Library staff.

TEST METHODOLOGY:

(1) The Library shall initial the functional checklist for features observed and operational.

(2) Functions which do not operate properly shall be noted and reported in writing to *epixtech*.

(3) The Library shall have thirty (30) days from the completion of training for a module to verify other functions which *epixtech* documentation indicates the Licensed Software will perform and submit any exceptions to *epixtech* in writing.

(4) *epixtech* shall clarify and resolve all reported problems within thirty (30) days of receipt of report. Within seven (7) days of receipt of notice of resolution from *epixtech*, the Library shall retest the function and confirm that the function has or has not been resolved.

(5) *epixtech* and the Library agree that not all aspects of the software are reasonably testable in the time frame given (e.g. "two-year cumulative statistics") and that certain aspects (e.g. "user friendliness") are subjective. Untestable features or aspects of the Licensed Software shall not prevent the Module Functionality Test from being accepted.

ACCEPTANCE:

The Module Functionality Test for a given module will be successfully completed and the Library obligated to pay the applicable invoice when:

(1) Each function of the appropriate functional checklist is operational, and

(2) Each problem properly reported in the thirty (30) day test period has been resolved.

In the event that *epixtech* receives no notice regarding non-functioning items within thirty (30) days of completion of installation, then the Module Functionality Test will be deemed to have been successfully completed and the Library

shall pay the appropriate invoice. The foregoing does not relieve *epixtech* of any obligation to make operational each function as per the warranties of Section 5 of this Agreement. The thirty (30) day period will only be extended due to reasons of force majeure.

REMEDIES:

In the event that *epixtech* is unable to provide software to pass the Module Functionality Test within ninety (90) days of commencing the test, the Library may, at its option:

(1) accept the Licensed Software as is and upon negotiating satisfactory terms pay the appropriate invoices; or

(2) during the first twelve (12) months following installation, reject the System and require *epixtech* to refund monies paid to *epixtech* to date by the Library. *epixtech* shall have the right to remove, at its expense, all Equipment, Licensed Software and supplies provided under this Agreement.

These remedies shall be the Library's exclusive remedies in the event *epixtech* is unable to pass any Module Functionality Test within ninety (90) days of commencing the test.

HORIZON FUNCTIONAL DESCRIPTION

Accepted
by:

1.0 General Features (All modules)

___ 1.1- operates in real-time interactive mode with capability to create, update, index, access, and delete any data for Library materials or patrons by both online and batch mode (batch mode from MARC import or export and borrower import).
___1.2- permits the restriction of specified functions to specified workstations or specified passwords.
___ 1.3- moves between functions without logging off or on.
___ 1.4 - accommodates searches of materials held in other locations of the Library's system.
___ 1.5- logs transactions for continuous backup.

1.6 Z39.50 Features

___1.6.1 The Server makes the database available to other systems' Z39.50 client software using their own user interface.
___1.6.2 The Client: accesses other Z39.50-compatible databases using the Horizon user interface.

2.0 Searching Capabilities (All modules)

2.1 General Features

___2.1.1- provides information on item availability and status.
___2.1.2- excerpts brief bibliographic information from full MARC records.
___2.1.3- supports formats for material types (monographs, serials, microforms, maps, manuscripts, documents, and non-print media).
___2.1.4- insensitive to upper and lower case or punctuation variations.

2.2 Display Features

___ 2.2.1- offers Library a choice of display formats.
___ 2.2.2- offers a choice of the amount of information displayed, such as brief or full records.
___ 2.2.3- displays call number, current status, and location of individual copies.
___ 2.2.4- provides a summary screen of truncated bibliographic entries for multiple hits.
___ 2.2.5- permits browsing or paging screens backward or forward.

2.3 Assistance Features

___ 2.3.1- does not require derived or algorithmic search keys.
___ 2.3.2- provides prompt messages to guide searches by patrons.
___ 2.3.3- allows re-initiation of a search or correction of typing errors.
___ 2.3.4- provides "help" messages with instructions for continuing a search.
___ 2.3.5- allows Library to modify "hints" and "example" messages without programmer intervention.
___ 2.3.6- allows display of all previous search strings used at a PAC client since login for reactivation of a particular search process.

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2.4 Structural Features

___2.4.1- Access points
-Searches the bibliographic file by author, title, subjects, as minimum search elements.
- keyword searches by specifying multiple search terms as well as by single term.
-additional access points can be selected by the Library.

___2.4.2- Authority control
allows patron to browse both name and subject authority files.

___2.4.3- Data Base Access features
- provides access from all workstations in the System, staff workstations as well as the public access workstations.
- permits Library system-wide inquiry with branch specific holdings information provided.

___2.4.4- Boolean searching
- permits Boolean searching; i.e., linking search terms with AND, OR, NOT, and XOR operators.

___2.4.5- Keyword searching
- searches selected indexes by keyword.
- allows right or left truncation of search terms.
- permits browsing of keyword terms.

3.0 Bibliographic/Item File and Maintenance
(Catalog Maintenance)

___3.1- accepts any MARC formatted machine-readable records via file loading or manual entry.
___3.2- supports standard MARC formats (Book, map, music, etc.)
___3.3- includes item (copy-level) information such as:
a) unique book identifier (barcode)
b) item call number
c) material type
d) branch location
e) price
f) collection

___3.4- allows search/retrieval by the following:
a) ISBN/ISSN
b) Library of Congress card number
c) bibliographic utility control number
d) author/added entries, personal and corporate
e) subjects
f) title
g) series
h) Dewey or Library of Congress call number
i) unique item number

___3.5- allows editing of any portion of the record without re-editing the entire record.
___3.6- allows editing of any field in the record without re-editing the entire record.
___3.7- links all copies of the same edition of a title to the bibliographic record for that title.
___3.8- displays volume-specific data for serials and sets in number or date order without repeating title-level bibliographic data.
___3.9- provides automatic duplicate check to identify matching records already existing in the bibliographic database whenever bibliographic records are added by MARC import. Matching records are overlaid - non-matches create new records.
___3.10- allows expansion or replacement of a brief bibliographic record.
___3.11- allows merging of duplicate bib records with transfer of all holdings records attached.

___3.12- when creating initial holdings record for each title, System can supply defaults for item circulation type, collection, and location.

___3.13- System automatically computes statistical assignment for new items based on Library-defined collection and call number groupings.

___3.14- when creating multiple copies, System allows copying from first copy to minimize operator entry.

___3.15- loads MARC communications format records in background mode.

___3.16- includes the capability for input and output of bibliographic records in MARC communications format, including all tags, subfields, and indicators.

3.17 The MARC import function:

___3.17.1- loads MARC II communications format bibliographic records from a file to the database.

___3.17.2- automatically reformats and stores the source record in the data base without further operator intervention.

___3.17.3- allows the Library to specify record "match point" definitions. Matching records overlay existing records.

___3.17.4- allows updates of a bibliographic record and does not lose linking to any holdings records attached.

4.0 Authority Control (Catalog Maintenance)

___4.1- provides on-line authority files for author, subject, and series.

___4.2- links each occurrence of a heading in the authority file to each occurrence in the bibliographic file so that all occurrences of that heading may be modified with a single "global" change.

___4.3- maintains a list of additions to the authority files.

___4.4- maintains an on-line listing of all records in the authority files.

___4.5- permits creation of appropriate "see" and "see also" cross-references.

___4.6- allows creation of authority records from within the general bibliographic file maintenance program.

___4.7- permits merging of authority records.

___4.8- allows import, creation and storage of MARC authority records.

5.0 Checkout (Circulation)

___5.1- associates a unique book barcode with a unique patron identifier and stores the charge transaction in the circulation file.

___5.2- automatically calculates loan period and due date/time according to:

a) patron type
b) item type
c) library service hours (hourly checkouts only)

___5.3- displays due date/time on the charge workstation screen.

___5.4- requires only one entry of patron identifier per batch of items to be charged to that patron.

___5.5- provides clear audible and/or visual signals that identification labels have been read and the information accepted.

___5.6- provides clear audible and visual signals when charge transactions are blocked (permits override). Visual message states the reason charge is blocked.

___5.7- allows manual input of book and patron barcode labels.

___5.8- accommodates a variety of loan periods which can be changed without programmer intervention.

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___5.9- allows operator to input a non-standard due date/loan period by overriding the system-calculated due date.

___5.10- checks patron status and signals operator of any exception condition including excessive number of books charged, excessive fines owed, manual blocks placed, or expired registration, and permits override.

___5.11- checks book status for hold(s) and "non-circulating" privilege settings.

___5.12- provides for electronic scanning of barcoded labels on patron cards and Library materials.

6.0 Renewal (Circulation)

___6.1- prior to renewal, checks the book for overdue status, calculates any fine, permits immediate payment.

___6.2- calculates and displays a new due date/time when a charged item is renewed.

___6.3- permits record display and renewal even if book and/or patron are remote or book or patron barcode number is unknown.

___6.4- checks patron record for exception conditions (i.e., unpaid fines).

___6.5- blocks renewal if outstanding requests for item & permits override.

7.0 Checkin (Circulation)

___7.1- disengages a book barcode number from a patron barcode number and removes the record from the circulation file.

___7.2- provides a completely interactive online checkin function.

___7.3- permits checkin by scanning barcode identification label.

___7.4- permits manual input of book barcode label where label is defective or missing.

___7.5- allows operator to change date of checkin (for delayed checkin of a group of materials).

___7.6- checks the book record for hold or other status conditions; provides clear, audible and visual signals if these are found; and prompts appropriate processing.

___7.7- system-wide ability to trap holds during checkin regardless of where the hold request was placed.

___7.8- allows for a specified grace period during which no fine is assessed by type of material.

___7.9- checks a book for overdue status, calculates any fine, displays the patron's account, and automatically increments the account.

___7.10- prints a fine notice or other billing document on demand.

8.0 Fines and Fees (Circulation)

___ 8.1- calculates fines at the time of checkin or renewal according to book type, patron type, loan period, and date/time of checkin.

___ 8.2- blocks charge and renewal transactions for patrons with a specified number or dollar amount of unpaid fines and fees.

___ 8.3- calculates fines according to specified minimum and maximum dollar amounts.

___ 8.4- prints a patron notice giving bibliographic data, fine and fee amounts, and a library-specified message including payment instructions.

___ 8.5- permits an operator to record partial or full payment(s) received and keeps a record of individual items against which partial payments have been made.

___ 8.6- allows operator to waive patron's unpaid fines, fees, or other charges.

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9.0 Notice Production (Circulation)

___ 9.1- permits staff to determine from the patron's record what notices have been sent and what action is to be taken next.
___ 9.2- prints notices with Library-specified messages.
___ 9.3- suppresses overdue notices on items "claimed returned."
___ 9.4- uses a patron address from patron record for each type of notice.
___ 9.5- separates notices by branch location.
___ 9.6- produces the following kinds of notices:
- overdue (reminder) notices -- number based on Library parameters
- billing notices
- hold pickup/cancellation notices

10.0 Holds (Circulation)

___10.1- places holds at the title level, or item-specific level at staff workstations.
___10.2- allows placement of hold on any title from any workstation.
___10.3- checks for hold tags on an item record at time of checkin and notifies an operator of hold with visual and auditory signals.
___10.4- prints hold notices for mailing.
___10.5- checks the hold queue at the time of charge and permits block of charge to a patron not at head of queue. Permits override of block.
___10.6- allows operator to remove names from any position in the hold queue.
___10.7- blocks renewal of books with hold tags, permits override.
___10.8- calculates the hold shelf clearance date and can produce report of expired hold requests.
___10.9 - detects duplicate hold requests made for a title by the same patron.

11.0 Patron File (Circulation)

___11.1- permits development of system-wide patron file with all appropriate fields, including but not restricted to:
a) name
b) barcode number
c) address
d) telephone number
e) patron type
f) expiration date of registration
g) activity date of last transaction
h) patron statistical categories
i) note field
___11.2- permits Library-specified parameters for patron types, patron status, and stat categories.
___11.3- permits entry of patron registration online.
___11.4- permits patrons to charge materials on their initial visit to the Library.
___11.6- allows automatic or manual placement of blocks or restrictions on charging of materials.
___11.7- permits override of patron blocks.
___11.8- provides access to the patron file by name, by keyword name, by patron barcode number and by identification number.
___11.10- allows assigning patron a new barcode number without losing delinquencies, charges, holds, etc.
___11.11- able to renew card without issuing a new barcode number or entering any information into patron record.

___11.12- is able to declare card lost or stolen.

12.0 Acquisitions Software (Acquisitions)

___12.1- allows the creation of order records from:
- manual entry
- existing bibliographic records
- purchase requests (desiderata)

___12.2 - integrates all firm order records with bibliographic master files.
___12.3- permits handling of single titles, open-ended orders, gifts, deposit accounts.
___12.4- allows creation of a vendor file with locally defined fields.
___12.5- at order entry, incorporates bibliographic and holdings file update, fund allocation against multiple budgets if needed, and copy distribution.
___12.6 - allows items on order to have holds placed on them from circulation and PAC accounts.
___12.7- handles foreign currency conversions.
___12.8- accepts and tracks partial receipts.
___12.9- allows processing of invoices before or after receipt of materials.
___12.10- allows invoicing at time of receipt.
___12.11- automatically adjusts funds appropriately as actual costs are received.
___12.12- allows access to on-order materials by title, author, ISXN, vendor and PO number.
___12.13- permits Library to establish desiderata file of items to be considered for order or designated not to order.
___12.14- produces on demand report of funds showing budget, amount encumbered, amount expended and free balance.
___12.15- allows multi-year funding.

13.0 Serials Control

___13.1 - integrates serials bibliographic and holdings record into the main bibliographic master file.
___13.2- links multiple copies with associated holdings to a single bibliographic record.
___13.3- allows search and display of serial/bibliographic records along with summary of holdings display as part of the online catalog.
___13.4- allows identification of serials for checkin by title, ISSN, and other search methods.
___13.5- allows checkin for multiple copies of an issue as a single checkin action.
___13.6- allows checkin of regular issues, supplements, indexes, etc.; all accessed through a common serials record.
___13.7- permits identification and checkin of special unpredicted or irregular issues.
___13.8- allows library to define publication patterns so enumeration, chronology and checkin dates are predicted for expected issues.
___13.9- permits "predicted checkin" of future issues which arrive before the next expected issue.
___13.10- allows free text notes to be attached to checkin records.
___13.11- allows alteration of enumeration or chronology, if the issue received varies from the issue predicted.
___13.12- allows operator to indicate various receipt statuses; will not be published, not available, and damaged receipt.
___13.13- upon checkin, processing notes can indicate appropriate action for each individual copy.
___13.14- prints spine labels and work slips as appropriate.
___13.15- prompts for barcode entry if copy is to be barcoded for circulation.
___13.16- allows detailed review of checkin information of past receipts by specific issue or copy, including current status and date status set.

___13.17- indicates destination for materials (e.g., routing, current periodicals, reference, discard, etc.)
___13.18- allows automatic or manual claiming for predicted issues that have not arrived.
___13.19- allows manual claiming for irregular items.
___13.20- allows establishment of routing lists and printing of routing slips at checkin.

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RIDER D

TAXES

A. The Library represents that it is exempt from the payment of taxes. Photocopies of applicable certificates shall be provided by the Library prior to the execution of this Agreement. The certificate numbers are listed below.

Certificate Numbers

B. The Library represents that it is otherwise exempt from taxes as per _____, statute of the state of _____. Photocopies of applicable statutes, or other reasonable verification, shall be provided by the Library prior to the execution of this Agreement.

C. The Library represents that it is subject to taxation only as listed below. Applicable taxes shall be added to the milestone amounts shown in this Agreement. If taxation rates are amended by any taxation authority at any time during the term of this agreement, *epixtech* shall pass the change on to the Library.

1. State Sales Tax ____ %
2. Local Sales Tax ____ %
3. Other ____ %

RIDER E

WORKSTATION REQUIREMENTS (HORIZON 6.0)

Minimum Specifications

Staff Workstation
- Pentium II
- 128 MB RAM
- 1 GB Hard Disk
- Network Interface Card
- TCP/IP Connectivity
- Windows NT v4.0 or higher
- Color SVGA Monitor
- 2x CD-ROM
- Mouse or track ball

PAC Client Workstation
- Pentium 100 MHz
- 32 MB RAM
- 100 MB Hard Disk
- Network Software Driver
- TCP/IP Connectivity
- Windows 95, Windows 98 or Windows NT v4.0 or higher
- Color SVGA Monitor
- 2x CD-ROM
- Mouse or track ball

Recommended Specifications*

Staff Workstation
- Pentium III 733 MHz
- 256 MB RAM
- 10GB Hard Disk
- (1.0 GB disk drive space available)
- Network Interface Card
- TCP/IP Connectivity
- Windows NT v4.0 and higher or Windows 2000
- Color SVGA Monitor
- 20/48X CD-ROM
- Mouse or track ball

PAC Client Workstation
- Pentium III 733 MHz
- 64 MB RAM
- 10GB Hard Disk
- (100 MB disk drive space available)
- Network Software Driver
- TCP/IP Connectivity
- Windows NT v 4.0 and higher or Windows 2000
- Color SVGA Monitor
- 20/48X CD-ROM
- Mouse or track ball

NOTE: Configurations of the Database Server must be explicitly approved by *epixtech*, including the Network Protocol Package to be used. *epixtech* support staff can advise the Library on specific client workstation configurations if requested.

*Recommended specifications reflect the best market values for PC equipment that *epixtech* is able to provide its customers as of September 2000.

Frederick County Public Libraries – Sample Implementation Plan

	Duration	Start	Finish	Resource
Implementation Project	**80 days**	**10-Sep-01**	**31-Dec-01**	
Receipt of Project Packet	**8.5 days**	**10-Sep-01**	**20-Sep-01**	
Validate Contract/Config/Vendor Quote	0.5 days	10-Sep-01	10-Sep-01	Project Manager
Send Pre-installation Forms/Documentation	1 wk	10-Sep-01	17-Sep-01	Project Manager
Kick Off Meeting at epixtech	1 day	17-Sep-01	18-Sep-01	Project Manager
Review Project Plan	2 days	18-Sep-01	20-Sep-01	Client
Implementation Phase	**20 days**	**20-Sep-01**	**18-Oct-01**	
Order Products & Services	4 wks	20-Sep-01	18-Oct-01	Project Manager
Profiling Phase	**23.5 days**	**20-Sep-01**	**23-Oct-01**	
Review Forms and Tables	2 wks	20-Sep-01	4-Oct-01	Client
Receipt of Sample Data	0 days	20-Sep-01	20-Sep-01	Client
Implementation Visit	2 days	8-Oct-01	9-Oct-01	Client
Post Profiling	10 days	10-Oct-01	23-Oct-01	
Revision of forms	2 wks	10-Oct-01	23-Oct-01	Client
Bibliographic and Item Testload	**20 days**	**24-Oct-01**	**20-Nov-01**	
Load Bibliographic and Item Records	1 wk	24-Oct-01	30-Oct-01	Data Services
Load Patrons (bimport)	1 wk	31-Oct-01	6-Nov-01	Data Services
Backup Database	0 days	6-Nov-01	6-Nov-01	Data Services
Review Bibliographic, Item and Patron Data	2 wks	7-Nov-01	20-Nov-01	Client
Customer Signoff	0 days	20-Nov-01	20-Nov-01	Client
System Staging	**3 days**	**18-Oct-01**	**23-Oct-01**	
Confirmation of Configuration	0.5 days	18-Oct-01	18-Oct-01	Technical Services
System Staging	2 days	19-Oct-01	22-Oct-01	Technical Services
Verify Connectivity to Server	0.5 days	23-Oct-01	23-Oct-01	Technical Services
Production Load	**14 days**	**21-Nov-01**	**10-Dec-01**	
Bibliographic	3 days	21-Nov-01	23-Nov-01	Data Services
Items (Copy Holdings)	3 days	26-Nov-01	28-Nov-01	Data Services
Load Patrons (bimport)	3 days	29-Nov-01	3-Dec-01	Data Services
Backup Load	1 day	10-Dec-01	10-Dec-01	Data Services
Software Check	**3 days**	**11-Dec-01**	**13-Dec-01**	
System Quality Check	3 days	11-Dec-01	13-Dec-01	Client
Onsite Consultation and Training	**1 day**	**18-Dec-01**	**18-Dec-01**	
Perform Connectivity Tests	0.25 days	18-Dec-01	18-Dec-01	Technical Services
Sybase Software Training	0.5 days	18-Dec-01	18-Dec-01	Technical Services
Basic System Admin. Training	0.25 days	18-Dec-01	18-Dec-01	Technical Services
Training Phase	**4 days**	**19-Dec-01**	**24-Dec-01**	
Pac, Cat, Circ, Acq	4 days	19-Dec-01	24-Dec-01	Education Services
Go Live on Horizon	**0 days**	**31-Dec-01**	**31-Dec-01**	Client
Customer Acceptance	0 days	31-Dec-01	31-Dec-01	
Functionality Sign Off	0 days	31-Dec-01	31-Dec-01	Client

NOTES:

- This sample implementation schedule is based on a Sept 10th contract receipt date.
- The dates included in the schedule assume resource availability based on current availability dates as of July 10, 2001.
- A new implementation schedule with revised dates will be included as part of the project plan upon commencement of implementation.
- This schedule assumes FCPL purchases new servers. If FCPL continues using the HP9000 the schedule remains basically the same, except that the 2 days for server staging are no longer required.

Horizon epixtech SunRise™

Maintenance and Support Services

submitted by

epixtech

Maintenance and Support Services

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Support Services

Horizon Sunrise Support

The Horizon Sunrise support organization is designed to provide the best of two aspects of service: having a single point of contact *and* access to a team of support representatives

Support Organization

As part of the maintenance plan, *epixtech* will assign a customer support team leader to coordinate all support for your library. Likewise, your library designates one person (usually a system administrator) through whom all contact with *epixtech* will be channeled.

If you have a question or a concern of any kind, you may contact your team leader at *epixtech* directly. Your support team will determine the source of the problem and work to resolve it as described in the following sections.

There are currently about 30 customer service representatives supporting Horizon Sunrise. These service representatives receive continual training. In addition, *epixtech* has a virtual support center made up of Horizon Sunrise experts around the world.

After the library signs a contract, *epixtech* provides the library a toll-free number that gives direct access to the assigned support team. *epixtech*'s Customer Software Support hours are Monday through Friday, from 5:00 a.m. to 7:00 p.m. (MST). This service is free of charge during the first 12 months after installation; thereafter we assess approximately 15 percent of the site-license fee per year for ongoing maintenance.

Access to the server is essential during the implementation phase and beneficial for ongoing support. We recommend that this access be provided by an Internet connection or alternate remote access (e.g., NetBlazer), as a standard modem does not provide the necessary capabilities for full remote support. This connection allows *epixtech* Customer Support to dial-in to your server and diagnose (and in many cases, fix) the problems. This connection also allows the library to access its server while it is located at *epixtech* headquarters for pre-installation profiling and dataload testing.

Details on available services and support plans are provided later in this document.

Horizon Sunrise System Administration

The Horizon Sunrise library automation system is relatively easy to maintain—at many of our installations librarians themselves double as Horizon Sunrise system administrators.

System Administrator Duties

The time required for system and database maintenance is highly dependent upon many factors, such as the speed of your network, the size of your database, and the configuration of your server and client hardware. It is therefore difficult to give estimates of the time required for system maintenance.

We suggest that the library select a staff member to serve as the System Administrator and someone to serve as the Network Administrator. These can be the same person if the library deems this appropriate and that person has the time and resources to handle both roles. Assigning the automation duties to someone makes it easier for *epixtech* to serve the library's needs and also makes it easier for the library to administer the responsibilities that an automated system requires. The duties of the System Administrator are outlined in the following paragraphs.

Backups

The System Administrator's most important duty is performing (or overseeing) regular backups of the Sybase Database. At the time of installation, technical support will assist in defining an appropriate backup procedure. The System Administrator must ensure that the backup procedures are followed at regular intervals.

Equipment

The System Administrator maintains an inventory of what has been purchased, monitors cleaning and repair schedules, and troubleshoots problems. The System Administrator is also responsible for monitoring any telephone lines or Internet connections used by *epixtech* and any branch libraries. In addition, he/she must monitor the equipment maintenance plan and budget new acquisitions in this area.

A second area involving equipment concerns the actual computer hardware. The System Administrator should maintain a log of problems for all equipment, especially equipment directly related to the CPU. The administrator should also keep a record of maintenance visits made by field support engineers, and should detail any repairs in this log. This record will make it possible to track and document any recurring or major problems.

These duties are important whether or not the equipment is purchased from *epixtech*.

Supplies

The System Administrator needs to be aware of the condition of tapes and the reserves of paper, notices, and barcodes. If new supplies need to be ordered, it is often the System Administrator who initiates this process. Many libraries have a budget earmarked specifically for automation needs. If so, this budget is generally under the supervision of the System Administrator. In almost any case, the System

Administrator is expected to contribute to budget planning and the allocation of budget funds within the library.

Problem Verification

All day-to-day maintenance should be coordinated through the System Administrator, which requires the administrator to verify problems by duplicating and documenting errors. When problems have been identified they must be classified according to cause, whether it be procedure, policy, or a software bug. Once the cause of the problem has been identified, it is then the job of the System Administrator to see that it is corrected. Correction of problems may involve extra training sessions, making minor policy changes, or reporting the problem to *epixtech*.

The System Administrator is the primary liaison between the library and *epixtech*. Any problem that may occur should be reported to the System Administrator, who can then refer the problem on to *epixtech* if appropriate. Conversely, any new programming or software releases provided by *epixtech* should first be tested and documented by the System Administrator, and then be presented to the rest of the library staff.

Documentation

Special documentation is provided for the system administrator for the Sybase database and the Horizon Sunrise Administrative functions. The System Administrator must become familiar with these documents to facilitate trouble-shooting and problem resolution.

Storage Management

The System Administrator is responsible for monitoring the performance of the SQL Server and its use of disk space. If additional RAM, user connections, or disk space is required, the System Administrator should make the adjustment.

License Conformance

In the Horizon Sunrise client/server environment, the System Administrator is responsible for ensuring that the library (and its parent organization where applicable) conforms to the terms of their license to use the Horizon Sunrise software. This involves definition and periodic check of procedures.

Security

The System Administrator is responsible for securing the SQL Server and the Horizon Sunrise application. In particular, the passwords used for staff and administrative log-ins to the SQL server must be changed regularly to prevent unauthorized manipulation of the library database.

Training

The System Administrator will receive special training for Horizon Sunrise directly from *epixtech*. We strongly recommend that the System

Administrator also take the Sybase Basic Administration course.

Summary of routine maintenance activities

By following all recommended procedures at regular intervals, you will greatly increase your chances of maintaining a reliable automated library system and preventing future difficulties.

Below is a summary of routine activities we recommend you conduct on a regular basis:

Daily

- Back up the database (an incremental backup)

Weekly

- Back up the database (full backup)

Monthly

- Change system administrator's password
- Check space utilization and expand database as needed

Quarterly

- Rotate staff and administrative server passwords

Support Services Online

As a regular element of our support, *epixtech* uses the Internet to deliver information, to answer frequently-asked questions, and to offer you files via FTP

Online Support

Following are brief descriptions of the ways *epixtech* uses online services to support our customers.

Horizon Sunrise Support Web Site

epixtech offers customer support resources 24 hours a day, seven days a week over the World Wide Web. You will find a wealth of technical and non-technical information and assistance, such as the following, to help you install, maintain, and troubleshoot your Horizon Sunrise system.

New Items. You can:

- Review all items recently added to the Support Web site

Submit Information to Horizon Sunrise Support. You can:

- Send support requests to Horizon Sunrise Support for resolution
- Request information on discretionary or consulting services
- Change your library's address or contact information
- Register for additional workshops

Contacts. You can:

- Access contact information for all our offices around the world, including telephone, fax, and e-mail

Customer Only Section. You can access information such as:

- Frequently Asked Questions (FAQs)
- Technical topics such as tips, procedures, problem resolutions, and other information for both technical and library staff
- Product Updates, including current status of development
- Communications such as issues of the "Notes to Horizon Sunrise Customers" newsletter and other customer communications
- Subscription instructions for listservs maintained by our customers and a link to the Horizon Users Group Web site

File Transfer (FTP) Service

If your library's security restrictions prevent you from accessing the World Wide Web, you may wish to use our File Transfer Service with your system's FTP capabilities.

You will find technical papers, SQL scripts, utilities, and other documents available for download via the FTP server. The same materials are also available for download from the Horizon Sunrise Support Web site. We notify the Horizon-L listserv when new information is posted on the FTP server.

Frequently Asked Questions (FAQ's)

Periodically, we review customer support requests and identify the most frequently asked questions. You can find common questions and answers (such as the following example) on the Horizon Sunrise Web site, the FTP server, and in our regular monthly mailings.

Q. How can I find out how many items I have in my collection?

A. Go to the collection MQ VIEW and list item counts. This will show how many items you have listed in each category of the collection.

User Group Discussion List (Horizon-L)

You are encouraged to subscribe to the user-maintained, unmoderated listserv Horizon-L. Horizon Sunrise customers use this forum to exchange ideas, suggest Horizon Sunrise software enhancements, and learn from each other. Topics range from working out serial prediction patterns to file backup strategies and policies for Internet resources management. *epixtech* participates in discussions on Horizon-L and posts notifications of new documents, utilities, or other company information. Horizon-L is also available in a digest format.

Support Plans

Three levels of support are offered to accommodate the differing needs of libraries

You may choose from the three levels of Horizon Sunrise software support, described below. In addition to the services available with these three plans, discretionary and consulting services are available on either a prepaid or as-needed basis.

Tier 1 – Basic Service is designed for libraries who are using the core modules and who have minimal software requirements and who generally need us primarily to provide major releases and solve serious problems during business hours. This tier of Application Support saves you money by eliminating some support options—options that can be handled by your own staff.

What does this plan include?

- Phone support hours 5 am – 7 pm MST, Monday through Friday
- All major series releases
- Interim releases available at cost
- Data-corrupting bugs patched on request as available
- One contact person with one designated contact backup
- Phone support for application software including all standard functions

Basic Service will be charged at 12% of the total software price.

Tier 2 – Standard Service is the level of maintenance customers are used to receiving. It's designed for libraries that have some in-house expertise and want us to maintain the same level of service you have always received during extended daytime hours.

What does this plan include?

- Phone support hours 5 am – 7 pm MST, Monday through Friday
- Emergency software support hours 5 am – 9 pm MST, Monday through Sunday
  - Failed system backup
  - Inability to circulate or use PAC for searching
  - Emergency coverage of a down system is covered through hardware maintenance
  - Emergency recovery services after 9 pm available at current billable rate
  - Emergency software support after 9 pm would also be billable at current rate
- All major and interim series upgrade releases
- Data-corrupting bugs patched on request as available
- One system administrator contact with two designated contact backups

Standard Service will be charged at 15% of the total software price.

Tier 3 – Value-Added Service is designed for customers who prefer to have *epixtech* take the lead on all system management issues, offering value-added services to those who demand a higher level of Application Support.

Many customers have asked us to build in options for additional contacts, assistance with upgrades during weekend hours, and on-site visits. This plan offers you those services on a prepaid basis. This level of service also has twenty-four hour emergency coverage along with other services your library may need. You will receive the significant benefits of fixes on demand, greater flexibility in reporting requests, an emergency hour upgrade, and enhanced training for your staff. This is in addition to the support you have come to expect from *epixtech*'s Support Center, including answers to your quests regarding functionality and usage of the software, new release timelines, system changes and so on. In addition, you are assured of the regular delivery of enhancements and software fixes through our ongoing software release upgrades, which provide not only fine-tuning of your software, but also include the possibility of adding significantly new features to benefit your patrons. Appropriately, a premium will be charged for this tier of service.

What does this plan include?

- Phone support hours 5 am – 7 pm MST, Monday through Friday
- Emergency software support hours 7 pm – 5 am and weekends
  Emergency coverage includes:
  - Day-end processing outages not resolved by system utilities
  - Down system
  - Inability to circulate or use PAC for searching
  - Failed system backup
- All major and interim series upgrade releases
- Data-corrupting bugs automatically patched as available
- Non-data corrupting bugs patched on request, when available
- One contact per software module
- One designated system administrator contact with two designated contact backups
- On-call weekend assistance with one application software upgrade per year (must be scheduled with appropriate *epixtech* support team)
- A choice of one day of on-site training or three software workshops (covers registration fee only)
- A one-year satellite training subscription

Value-Added Service will be charged at 20% of the total software price.

Restricted Access

To support your Horizon Sunrise system effectively, *epixtech* requires access to the Horizon Sunrise server through high-speed modem or Internet connections. If your system security requires clearance or authorization to access the server, you must supply the access procedures to Horizon Sunrise Support. If your system is never accessible to Horizon Sunrise Support for problem diagnosis, a maintenance premium of 5% is applied to compensate for additional time necessary to solve problems.

Discretionary and Consulting Services

From time to time you may wish to contract with *epixtech* for discretionary or consulting services. You may arrange for these services on an as-needed basis or on a prepaid basis. Discretionary services arranged on a prepaid basis will be billed with your regular maintenance billing. You may arrange

services with Horizon Sunrise Support through the Support Web site or by telephone.

Discretionary Services

You may wish at times to complement your Horizon Sunrise support plan with other system administration services in several categories. The following are examples of services available through Horizon Sunrise Support:

Operating System Administration

- Install server or client operating system
- Configure server or client operating system
- Configure security parameters in the server operating system
- Upgrade server operating system

System Administration

- Create search indexes or configuration
- Administer Sybase database
- Create or configure CRON files on UNIX servers
- Dump database/transaction log
- Execute client-based utility programs remotely

SQL Support

- Guide administrators through SQL server upgrade if licenses were not purchased through *epixtech*
- Create SQL queries for data alteration beyond original dataload
- Execute SQL server's 'update statistics' command
- Execute SQL server's 'dbcc' checks of database integrity

Support for Other System Components

- Install Borland's ReportSmith software
- Troubleshoot network problems
- Troubleshoot hardware problems for hardware not purchased through *epixtech* or no longer covered by warranty

Consulting Services

The library automation professionals at *epixtech* welcome the opportunity to assist you with specialized projects that ensure the successful operation of the Horizon Sunrise system. Examples of consulting services are listed below, although all consulting services are designed and priced to your individual needs.

System Audit

Horizon Sunrise support specialists will perform a one-day, on-site audit of aspects of your Horizon Sunrise system installation. The agenda is designed to your specifications to answer your questions and leave you with a report of our recommendations. Customers find this audit beneficial to fine-tune the Horizon Sunrise system. We encourage

all newly installed sites to take advantage of this audit service.

Database Transfer
Transferring databases from one hardware platform to another (e.g., from Sun Solaris to IBM AIX) or one level of Sybase to another (e.g., Rel. 4.9.2 to Rel. 10) is a major undertaking. We will assist you to accomplish this transfer and run integrity checks of the database after the transfer. Some of our customers have taken advantage of the database transfer service and found that it significantly reduced system downtime during this process.

On-Site Support Consultation
You may wish to contract for a support specialist to visit your site to provide individualized consulting or troubleshooting for problems that involve a complex operating environment.

Third-Party Software Services
In some instances, you may ask *epixtech* to troubleshoot and support products that are neither supplied nor supported by us. In such cases, we will make a "best effort" to diagnose problems and will work with the appropriate vendor as much as possible. All diagnostic or consulting work with third-party products is billed at the current rate for discretionary services.

Hardware Support Services

If the library purchases hardware from *epixtech*, it can also receive complete hardware and operating system support—giving the library one point of contact for all parts of the system.

A library can receive hardware support from *epixtech* whether or not they have purchased hardware from us. If the library does not purchase hardware from *epixtech*, yet wishes to contract with *epixtech* for hardware support, it may do so if

(1) the equipment is new when purchased by the library, and the library can provide a recent bill of sale; and
(2) the hardware is of a make and model supported by *epixtech*.

Should there be a hardware problem, the library will contact *epixtech* support, who will attempt to diagnose and help the library resolve the difficulty. When necessary, support personnel will contact local hardware support organizations and dispatch support personnel to the library. Specific hours of support and response times vary and are dependent upon the hardware vendor.

Contacting Horizon Sunrise Support

On occasion, you may need to contact Horizon Sunrise Support when a problem cannot be resolved using your documentation or the Horizon Sunrise Support Web site (see **Support Services Online**). In order for our technical staff to assist you most effectively, please follow these guidelines before you contact Horizon Sunrise Support.

Determine the Nature of the Problem

Before you contact Horizon Sunrise Support, determine the nature of the problem. Classify the problem in one of four categories:

1. Critical problem disabling major functions
Critical issues are situations that either disable critical service functions or cause corruption of data. These requests receive top priority from our support staff.

2. Non-critical problem
Non-critical problems range from those that hinder major functions to more minor annoyances. These problems do not make the system unusable nor do they corrupt data. These requests receive high priority from Horizon Sunrise Support.

3. Feature or function questions
Questions about features or functions of the Horizon Sunrise software include questions about procedures, tables, displays, or configuration. These requests receive a medium priority from Horizon Sunrise Support.

4. Enhancement requests
The best suggestions for improvements to the Horizon Sunrise software originate with users. Enhancement requests are submitted through the Horizon Sunrise User Group Enhancement Committee.

Isolate the problem

Before you report a problem, isolate whether or not the problem is specific to one record, module, or workstation. For example, if sending an item record from PAC to Circulation causes the Circulation module to hang or crash, answer the following questions:

- *Is the problem record-specific or does it occur with all item records?*
- *Is the problem module-specific or does it occur when sending records to all modules?*
- *Is the problem specific to one workstation or location?*

Gather Additional Information

Once you have classified the problem and attempted to isolate it, have the following additional information available when reporting the problem:

- Customer number and/or *epixtech* customer code
- Name of individual reporting the problem and the best method of contact for you *(Note: Each library has member(s) of their staff designated as contact(s) through which requests should be channeled to and from epixtech. For a fee, additional contacts may be designated, based on the library's needs.)*
- The module, account, or component where the problem occurred
- Your current release of application software and database software
- When the problem occurred. Is this a one-time occurrence, an ongoing problem, or an intermittent problem?
- Whether the problem can be repeated. If so, list the steps to

replicate the problem.
- Examples of the problem, if applicable

Report the Problem

Once you have defined the problem and have done your best to isolate where the problem occurs, contact Horizon Sunrise Support in one of the following ways:

For non-critical problems or feature/function questions:

Submit a problem form on the Horizon Sunrise Support web site.

- Through Web-based Log Express, you can create your own request with your own wording and examples. This request goes directly into the internal request tracking system and is available for your online review through Log Express. The Web site is a convenient way to submit your non-critical problems or questions 24 hours a day. A request tracking number will be returned to you by e-mail within one business day. If possible, we will include a response or request for further information in the e-mail reply.

For critical problems disabling major functions, or to follow up with Horizon Sunrise technical staff on open requests:

Call Horizon Sunrise Support at (800) 683-9649 (U.S. only)

Both the Tier 2 and Tier 3 support plans provide coverage from 5 a.m. to 9 p.m. (MST) Monday through Sunday. A member of the technical support team will conduct a brief interview about the nature of your support request and log it into our internal request tracking system.

Contact from Horizon Sunrise Support

Whether requests are received through the Horizon Sunrise Support web site or by telephone, Horizon Sunrise Support staff are prepared to respond quickly to your requests. We respond to your requests in several ways.

Prioritizing Requests

Horizon Sunrise Support prioritizes requests according to the category of problem and the level of severity. Priority is given to requests using the following scale:

- Down systems receive urgent priority.
- Malfunctioning modules or critical functions receive a high priority.
- Non-critical problems receive medium priority.
- Feature or function questions receive medium/low priority.

It is important that you communicate the priority your library or

institution places on your request when you submit it.

Determining Discretionary Services

When Horizon Sunrise Support receives your request, we assess the request and the support plan you have chosen. If your request is within the parameters of your support plan, we prioritize the request and queue it for resolution. If your request falls outside the scope of your support plan, we will contact you and discuss the feasibility of discretionary or consulting services.

Request Escalation Process

The request tracking systems at *epixtech* will automatically flag a request for management attention if the duration of the request exceeds certain guidelines. If you feel your request is not receiving a timely response or suitable resolution, you may use the following escalation process.

Point of Escalation	*epixtech* Contact
First contact	Support Team Manager*
Second contact	Director of Applications Support and/or Director of Systems Support*
Third contact	Vice President of Customer Operations*
Final contact	General Manager and/or Corporate President*

*Refer to current contact information on the *epixtech* website (www.amlibs.com/support/hsc/contact).

Reports from Horizon Sunrise Support

If you have had interaction with Horizon Sunrise Support, you will receive the Open/Closed Report monthly. It identifies all the requests you have opened or closed with Horizon Sunrise Support over the last calendar month. The problem tracking number, a description of your request, and the status of the request are indicated.

Upgrades

epixtech anticipates enhancements and updates to the Horizon Sunrise software every nine months to once a year. It is the option of the library to accept or reject the installation and use of the software changes as they are released by *epixtech*. *epixtech* will provide the library the necessary installation software (or the library can download the software from the *epixtech* Web site) and the library can install the enhancement(s) at its convenience. *epixtech* personnel will be available during normal business hours for consultation during enhancement updates. *epixtech* will also supply documentation which is sufficient for the use and operation of the system by the library.

All enhancements are provided as part of the cost of software maintenance.

Payment Options

You may pay for your support plan annually, semi-annually, quarterly, or monthly. Your "maintenance billing cycle" is the time period you select to receive billing for prepaid support plans. All maintenance pricing given in price lists or quotes to customers is based on an annual payment plan, unless otherwise noted. Discretionary or consulting services are billed when the contracted work is completed.

Billing Procedure

Two months prior to the beginning of your maintenance billing cycle, you will receive an audit package containing a list of the software that will be billed in the upcoming cycle. The audit package allows you to review the list for accuracy and to verify the plan you have selected for your system.

You have thirty days to review the audit package and make any needed corrections. If you notice errors or discrepancies, please notify your Maintenance Billing Coordinator. When the audit package is returned, *epixtech* will make any changes and prepare an invoice for the billing cycle. You are expected to pay your maintenance invoices in full before the start of your maintenance cycle. The current interest fee for late payments is 1% per month.

Payment Policy

epixtech prefers that you pay on an annual basis to enable us to plan and budget effectively for customer service needs, as well as to reduce the costs of handling multiple billing cycles and payments.

If you choose to pay semi-annually, quarterly, or monthly, an administrative fee equal to a percentage of the total billing will be added to your invoice. These fees compensate *epixtech* for the added time, costs, and finance charges associated with more frequent billing cycles.

Administrative fees:

Semi-annual billing	Add 3%
Quarterly billing	Add 5%
Monthly billing	Add 10%

Software Cancellation Policies

Software Returns

You may return software to *epixtech*, excluding the Cataloging, Circulation, and PAC modules, using the following guidelines:

- Software returned within six months from date of installation will be credited at 75% of the actual sales price.
- Software returned within six to twelve months from date of installation will be credited at 50% of the actual sales price.

To be eligible for credit, your maintenance payments must be current.

You may apply credit to the licensing of additional software products within twelve months of the date of issue. No credit will be issued for software returned after twelve months from the date of installation; however, you may wish to cancel maintenance payments (see below).

Maintenance Cancellation

If you wish to cancel maintenance and support of any Horizon Sunrise software modules, we assume that you no longer wish to use the module.

You may cancel maintenance for software without penalty at the end of your maintenance billing cycle. You must notify *epixtech* during your annual maintenance audit of your intent to remove software from maintenance. If you cancel maintenance before the end of a maintenance billing cycle, an administrative fee of 15% of any unused maintenance credit will be assessed to cover administrative costs.

If you have questions about cancellation policies, please call your Maintenance Billing Coordinator at *epixtech*.

Horizon Users Group

The Horizon Users Group enables new users to build on the experience of those already familiar with the Horizon Sunrise system. The group serves as a forum for users to share ideas and solutions, and its members actively influence Horizon Sunrise's evolution.

All Horizon Sunrise customers are eligible to join the Horizon Users Group, a product-based, independent organization established, funded, and governed entirely by Horizon Sunrise customers. The group serves as a forum for discussion and mutual support for all users of the Horizon Sunrise software, regardless of library type, size, or geographic location.

Membership in the Horizon Users Group has many benefits. It allows you to:

- Participate in a coordinated software enhancements process which directs Horizon Sunrise software development priorities
- Communicate with *epixtech* management
- Learn from other libraries using the Horizon Sunrise system
- Access the users group Web site and discussion list
- Participate in the annual membership conference
- Access Horizon Sunrise source code held by the users group under the terms of an escrow agreement

You can find details about how to join the Horizon Users Group on the Horizon Users Group web site (http://medstat.med.utah.edu/hug) or by calling the Horizon Users Group Membership Chairperson.

File Reorganization

Horizon Sunrise does not require periodic file reorganization, other than regeneration of indexes. All records added to the database (whether they are bibliographic, item, or authority records) are indexed in real time as they are imported or saved to the database. However, Horizon Sunrise also provides the option of deferring indexing.

Deferred indexing is the process of deferring a portion of the indexing when you import MARC records, manually create MARC records, or re-index the Horizon database. This process helps your cataloging workstation maintain good response time during indexing procedures. Without deferred indexing, during cataloging or importing of MARC records, the system processes dozens of indexes while saving the record.

Each record takes a substantial amount of time to process simply because of the number of indexes the system must update. Deferring a portion of these indexes can improve indexing performance. (For example, if during regular indexing you have many indexes configured, it may take more than 30 seconds to import a typical bib record. With deferred indexing, this time can be cut to a few seconds.)

Deferred indexing will be of use to you only if your library meets these criteria:

- **While importing, your cataloging workstation is heavily affected by the time it takes to save records.** For example, if saving a MARC record frequently takes more than a few seconds, you should consider using deferred indexing.
- **You have several dozen MARC indexes on your system.** If you have fewer indexes, you do not have enough indexes to make using deferred indexing worthwhile.

Backup

The amount of time necessary to perform a system backup is dependent upon the size of your database and the speed of your network and hardware. System backups are performed by your system administrator. The University of Chicago, a Horizon client, has configured their system to back up their 2.3 million record database in under two hours. Depending upon how you configure your system for backup, the speed for backup can be quite rapid. In addition, unattended backups can also be configured. Backups can be run automatically using the operating system to run the *isql script* doing *dbccs* and *dump*. Events are scheduled for each day so the library can vary the content of the script and the time of the backup accordingly.

Horizon Sunrise never needs to be taken offline to perform a system backup. Backups are performed in the following ways:

Automatic transaction logging. Horizon Sunrise is based on SQL Server, which does automatic transaction logging allowing for both full backups periodically and more frequent incremental backups. These backups may be used to restore data in the event of a failure of the disk media. This capability is inherent in the SQL Server environment.

Transaction enveloping. In addition, Horizon Sunrise takes advantage of transaction enveloping provided by SQL Server. In the event of a power failure, SQL Server automatically rolls back incomplete transactions so that database integrity is maintained.

Consequently, restoring the database after a power failure is simply a matter of re-executing the transactions that were actually in progress as the power failure occurred and re-entering data that had been typed on screen but not saved at that exact moment.

Data recovery from the database backup. Data recovery after a disk failure is accomplished by restoring the last full backup and all subsequent incremental backups in order. If the transaction log is backed up daily, then restoration can bring you current to the time that the transaction log was saved. Any data entered after that time, and subsequently lost, would have to be re-entered manually.

Security

The Horizon Sunrise system involves three levels of security.

First, we assume that you have network security that prevents unauthorized persons from accessing the network.

Second, SQL Server provides security on databases, tables, and views.

Third, Horizon Sunrise uses a system of passkeys and user-level passwords to prevent those who do not have permission from using the individual modules and features within those modules.

When you set up your system, you create user IDs and passwords for the various levels of staff who will have access to the library system. Each of these passkeys has certain user privileges associated with it. When staff log on to the Horizon Sunrise system, they must enter a passkey. They are then only able to access functions to which that passkey entitles them.

Library workers with higher clearance could perform higher security tasks in the specified module at the same workstation, by entering a passkey and specifying whether or not they want the new privileges to be temporary or permanent for that station.

Horizon Sunrise secures the following areas of its library system:

- Configuration tables that control how applications function and how screens appear,
- Sensitive information tables such as vendors or budget,
- Menu options that access each Horizon Sunrise module, and
- Program features within modules.

Horizon Sunrise secures these areas via the Horizon Sunrise logon screen. This logon screen requires a password that allows only authorized personnel to access the modules specified in the logon screen. Modules can be configured so that upon logging on, any other modules, views, or features that are secured are never accessed.

In addition, when an operator attempts to access a secured table or to execute a secured program feature for which the passkey entered at logon does not provide access, the system presents a dialog box. At this point an authorized person may grant temporary access to the secured function.

In addition to module-by-module security, a staff member's user ID and password enables them to access specific functions within a module or modules. The system administrator configures every staff member's rights and privileges in regards to reading and writing data to the system.

Documentation

Documentation is included in the purchase price of the system. Below we have listed what documentation that includes:

For your preinstallation needs:

- System Administrator Guide
- Pre-installation Guide

We provide one copy *per module* purchased of the following User Manuals at no additional cost:

- Public Access Catalog
- Cataloging
- Circulation
- Acquisitions
- Serials
- Reserve Book Room

Online help is part of each software release and online documentation is available via the *epixtech* web site. Both online help and documentation are automatically updated with every major release. The library is notified by their respective support team when a release is ready. Online documentation can be downloaded from the Web (or our FTP site) in PDF format.

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Horizon Sunrise
Cataloging
User's Guide

epixtech

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This document is compatible with Horizon Sunrise Version 6.0. It may also be compatible with later versions.

October 26, 2000 10:54 am

Part #: 316068-116068

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Chapter 1

Getting Started

This chapter provides you with the basic information you need to begin using Cataloging. It gives you an overview of this guide, tells you where you can get additional help, and explains Windows and Horizon basics. It also gives you an overview of Cataloging.

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Welcome

Welcome to Horizon Sunrise Cataloging. Cataloging lets you present identifying information about your collection in an electronic database that borrowers can search quickly. It also lets you organize your collection better by allowing you to store certain types of information (such as author names, series, and subjects) in authority records, which keeps the information uniform. Cataloging lets you import and export existing records, edit them, and create and edit new records. It lets you work with records in both MARC and non-MARC format. If your computer can handle Unicode characters, Cataloging lets you display and edit MARC records in Unicode.

About This Manual

The *Horizon Cataloging User's Guide* is for library cataloging staff. It explains how to use the Cataloging module to perform cataloging tasks. It is organized into chapters that focus on the type of records you work with.

This section explains this information about this manual:

- Chapters.
- Online versions and web updates.
- Feedback.
- Disclaimer.
- Conventions.

Chapters

This guide contains these chapters and major sections:

- Chapter 1, "Getting Started," explains the basic information you need to begin using Cataloging. It gives an overview of this guide, explains the conventions used, and tells you where you can get additional help.
- Chapter 2, "MARC Editing," provides an overview of MARC records and includes information on how to add, edit, navigate through, and print records. It also discusses Unicode and explains how to enter non-keyboard characters.
- Chapter 3, "Bibliographic Records," explains how to work with new and existing bibliographic (bib) records. It also explains how to link bib records with each other, and how to work with linking tags.
- Chapter 4, "Authority Records," explains how to create and work with authority records. It also explains how to create and delete cross-references.
- Chapter 5, "Item and Copy Records," includes information on how to create, edit, move, and print both item and copy records. It also explains how to print spine labels.
- Chapter 6, "Workforms," explains how to create, edit, rename, delete, and copy templates (workforms) for bib records.
- Chapter 7, "Control Records," describes control records and explains how to use them.
- Chapter 8, "Importing and Exporting Records," gives details on how to import and export records, including how to use SQL statements for these processes. It also explains the errors Cataloging may display during importing, and how to resolve them.
- Chapter 9, "Non-MARC Editing," explains how to create and use both non-MARC records and non-MARC workforms. It also describes how to convert MARC records into non-MARC records, and vice versa.

- Appendix A, "ALA Hex Sets," lists codes for non-keyboard characters that you cannot enter from the non-keyboard character list.
- Appendix B, "SQL Statements," contains the table names and columns you can use when creating SQL statements.
- Appendix C, "Glossary," includes definitions of many terms used in this guide.
- Index to the guide.

Online Versions and Web Updates

In addition the printed copy, this guide is also available online as a PDF (Portable Document Format) file. You can install the PDF files from the Horizon installation CD. To view the PDF files, you must install Adobe's Acrobat Reader on your workstation. (This software is provided by Adobe free of charge.) You can install a version of Acrobat Reader from the Horizon installation CD, or you can download the latest version from the web at "http://www.adobe.com".

You can also access the PDF version of this guide at *epixtech*'s web page at "www.epixtech.com/support/hsc/docu/index.htm". Updates to this guide will be posted to the Web between releases, as necessary. These updates will provide corrections to unclear, incorrect, or incomplete information. They will also provide documentation for enhancements that were not complete at the time the guide went to print. Go to *epixtech's* web site for the most up-to-date information.

Accessing the Horizon Documentation site on the Web requires a login and password. If you do not already have a login and password, call Horizon Support at 1-800-683-9649 to receive one.

Feedback

The Documentation Team at *epixtech* wants to provide you with the most complete and useful documentation possible. If you have any questions or comments about this guide, please let us know. We appreciate your feedback and we will use it to improve future versions of the guide. You can send your questions or comments via e-mail to "hdocs@epixtech.com".

Disclaimer

The windows in this guide reflect the "vanilla" settings that are delivered with most new installations of Horizon. Be aware that the fields, windows, and other window elements that are referred to and shown in this guide may be different on your system. Your library and *epixtech* Customer Support can customize some Horizon views to meet the needs of your library. (For example, your library may want to add fields or columns to a window, change the name of a field or window, or change the default setting for a field.) In addition, the Horizon interface lets you resize windows. Thus, fields and options may not be located on the same page of the window that this guide indicates.

Conventions

This section explains the documentation conventions used in this guide.

Mouse Conventions

- **Click.** To place the mouse pointer on an icon, command, or button and quickly press and release the primary (usually the left) button once.
- **Double-click.** To place the mouse pointer on an icon, command, or button and quickly press and release the primary mouse button twice.

- **Right-click.** To place the mouse pointer on an icon, command, or button and quickly press and release the secondary button on a multi-button mouse. (The right button is the secondary button—unless you have configured it differently.)
- **Drag.** To press and hold the primary mouse button while moving the mouse.
- **Choose.** To select an option from a menu, group of options, or list.

Keyboard Conventions

- Keys on the keyboard are shown in uppercase, bold characters (for example, "the **TAB** key"). The keys on your keyboard may not be labelled exactly as they are in this guide.
- When you are instructed to press two or more keys at the same time, the keys are connected by a plus sign. (For example, **ALT+H** means to hold down **ALT** and press **H**.)
- Using shortcut keys, you can quickly access many functions. A shortcut key is the underlined letter in an option (for example, "Create").

  To use a shortcut key to open a menu, press **ALT** then press the shortcut key. Once the menu is open, press the shortcut key from the menu option. (For example, press **ALT+F** to open the File menu. While the File menu is open, press **P** to print.)

  To use a shortcut key to press a button, hold down **ALT** then press the shortcut key. If a button does not have a shortcut key, press **TAB** or an arrow key repeatedly until the button is highlighted, then press **ENTER**.

  To use a shortcut key to do Windows functions (such as cut, copy, paste, print, and save), hold down **CTRL** then press the shortcut key. (For example, press **CTRL+S** to save a file.)
- Text or numbers that you are instructed to enter using the keyboard are enclosed in quotation marks (for example, enter "main" in the **Location** field).

General Conventions

- This guide refers to the Horizon Sunrise software as "Horizon" (for example, "Horizon saves your changes.") or a specific module name (for example, "Cataloging displays the Workform dialog box.").
- In step-by-step instructions, the names of menus, buttons, fields, and other options appear in bold typeface (for example, "the **OK** button" or "the **Borrower** field").
- When you are instructed to choose an option from a menu, the menu and menu options are separated by commas. (For example, "choose **File, Save**" means to choose the File menu, then choose the Save option from the menu.)
- Italic text is general information that you must replace with information that is specific to your system. (For example, the general information *sserver/ppassword/uusername/ddatabase* is replaced with something similar to this: /sserv5.5/pic3c@tz/usallyj/dcataloging.)
- The sample windows in this guide are examples only. The windows displayed by your system will differ, depending on the records in your database, the configuration of your views, and if you resize your windows.
- Notes and warnings appear in boxes:

> **NOTE**
>
> This is an example of a Note box.

Getting Help

In addition to this guide, there are several other sources you can use to get answers to your questions.

- **Online Help.** To access online help, choose an option on the Help menu. To display help for a field, move the cursor to the field and press **F1**. (For more information about the Help menu, see "Using Help Menu Options" on page 1-21.)
- **Customer Support (1-800-683-9649).** Customer Support Representatives are available via telephone from 7:00 a.m. until 7:00 p.m. (U.S. Mountain time) Monday through Friday.
- **Customer Support Fax (1-800-223-5203).** The Horizon Service Center fax machine is checked frequently for faxed information related to open problems.
- **Customer Service Center on the Web.** Among other things, this site gives you access to documentation updates, technical topics, product updates, and Log Express. (Log Express is a database of customer issues and problems about *epixtech* products that have been logged with Customer Support and have resolutions, which you can search for and view.) To access this site, enter "http://www.epixtech.com" in the Address field of your web browser. Then click the links that take you to the Horizon Service Center. All the links into the Customer Service centers are password protected. To get access, call Customer Support at 1-800-683-9649.
- **Training and Workshops.** *epixtech* provides a wide range of training and workshop services. For more information, visit the Horizon Workshops site on *epixtech*'s web site or call 1-800-713-9649.
- **Horizon User's Group.** The Horizon User's Group is an organization of Horizon users that is independent of *epixtech*. This group provides Horizon users a forum for discussion and support. This group maintains Horizon-L, which is an Internet listserv for customers of Horizon. For more information about the Horizon User's Group, visit their web site at this URL: "http://medstat.med.utah.edu/hug".

Windows Basics

This guide assumes a basic knowledge of the Windows 2000 or Windows NT operating systems. At the minimum, you should know how to do these tasks:

- Start and quit programs, explore your disk, work with files and folders, and switch between open windows.
- Use a mouse or keyboard to do basic tasks, such as choosing menu options and buttons.
- Work with windows (selecting, minimizing, restoring, maximizing, sizing, scrolling, closing, and so on).
- Work with dialog boxes.
- Customize Windows printer settings.

If you do not know how to do these tasks, refer to the Windows online help or your Microsoft Windows manual. To display Windows help, click the Start button, then click Help. To run the Windows online tutorial, double-click the help topic called "Tour: Ten minutes to using Windows" in the Help Contents. (This may not be available for all systems.)

Horizon Basics

This section explains the main Horizon modules, windows, and menus as well as basic Horizon tasks, such as logging in, changing operators, and customizing the display of a List window.

This section explains these topics:

- Horizon Modules
- Horizon Windows
- Horizon Menus
- Horizon Tasks

Horizon Modules

The Horizon system consists of different software applications called modules. Each module handles one set of library tasks. Horizon's multitasking functionality lets you open and operate multiple modules simultaneously. (For example, if you are in the Cataloging module and need to locate a specific bib record in your library catalog, you can open PAC, find the record, and send it back to Cataloging where you can edit it.)

Here is an overview of the main Horizon modules:

- **Cataloging.** Lets you set up and maintain a library catalog. Horizon catalogs both MARC and non-MARC records. This module is the center of the Horizon system because it maintains all records that are processed through the other modules.
- **Public Access Catalog (PAC).** Lets users search for items in the library catalog. Users can search for items by title, author, subject, and so forth. PAC also lets you search for records on your database. (For example, you can search for an authority record in Cataloging.)
- **Circulation.** Lets your library check items in and out, and track borrower profiles.
- **Acquisitions.** Helps you acquire items for your library. You can create, track, and process purchase orders and maintain accurate

purchasing records. You can customize Acquisitions to fit your library's accounting system.

- **Serials.** Lets you manage periodical subscriptions (magazines, newspapers, and journals). You can process newly arrived periodicals, predict receiving dates for future issues, and generate claims to vendors for late issues. Serials also lets you route specific copies to different people and departments.

Your library may also use additional Horizon modules, such as Reserve Bookroom, Media Scheduling, or Homebound.

Horizon Windows

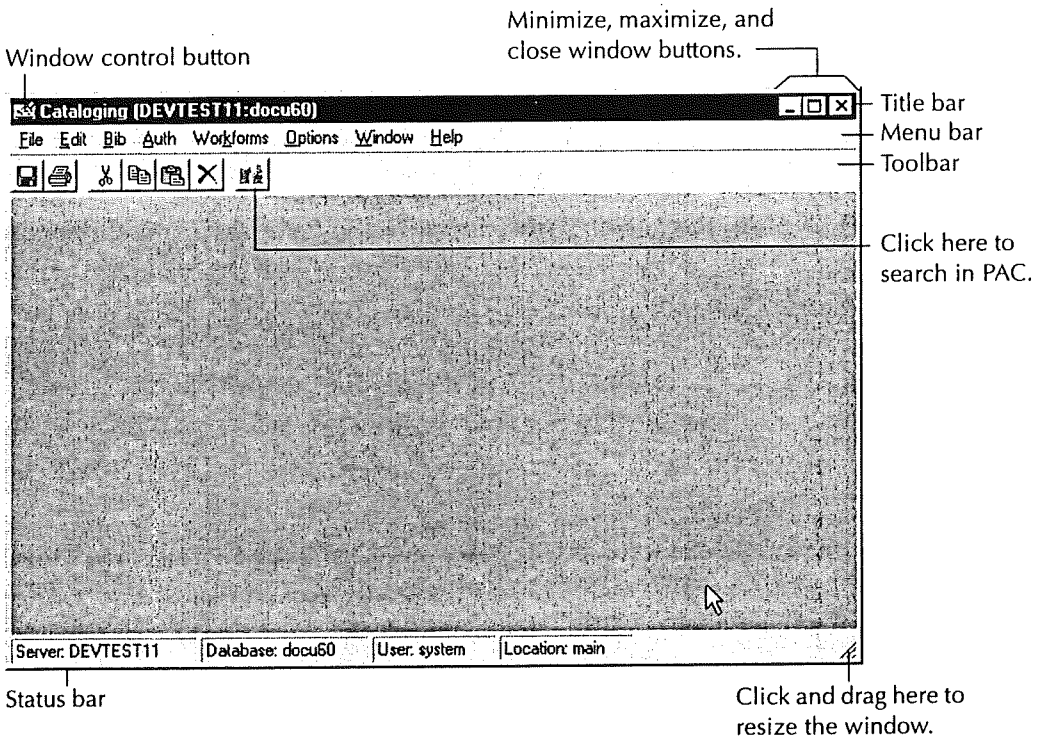
The basic windows that display in Horizon are similar for most modules. (For example, they all include a menu bar and toolbar.) Most modules also include Search, List, and Edit windows that let you access, view, and edit records on the Horizon system.

This section explains these topics:

- Window features
- Search windows
- List windows
- Edit windows

Window Features

This is an example of a Horizon module window, taken from Cataloging:



Horizon windows share these features:

- **Window Control button.** Lets you change the size of a window. (You can also click the mouse over an edge or corner and drag the window until it is the size you want it.) You cannot make a window smaller than the default size, but you can minimize it.
- **Window buttons.** Let you minimize, maximize, or close a window.
- **Title bar.** Displays the name of the module or window.
- **Menu bar.** Displays the menus in the module. Clicking on a menu opens a drop-down list of menu options. If you are doing a search, and the Main Search window is open, then the menu bar is disabled. (For more information, see "Horizon Menus" on page 1-20.)
- **Toolbar.** Includes standard Windows buttons that let you print or save information to a file. You can also use toolbar buttons to copy, cut, or paste text. In addition, the toolbar includes buttons unique to the module you are using.

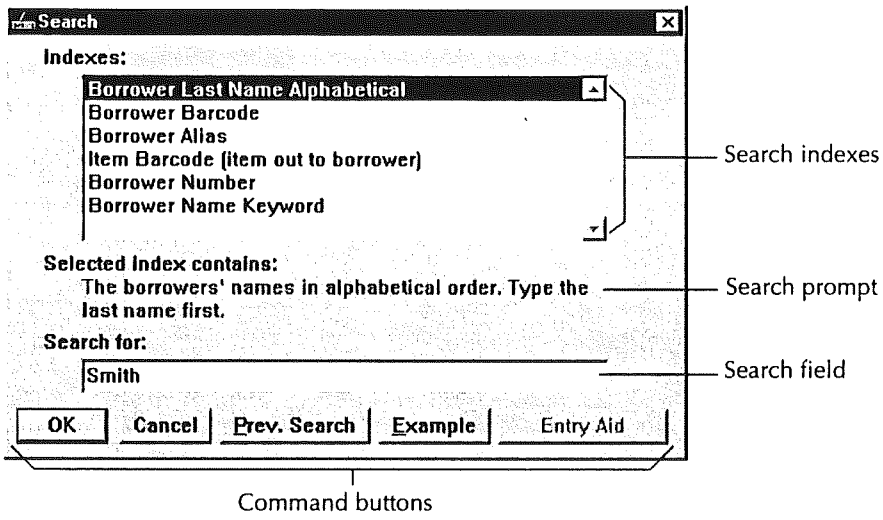
The toolbar may also include this button:
This button lets you quickly access PAC to do a search. (If PAC is not open, the system prompts you to open the module.)

The toolbar displays by default, but you can hide it by choosing **Options, Show Toolbar**.

- **Status bar.** Displays the server, database, user name, and location that you are using. This bar displays by default, but you can hide it by choosing **Options, Show Statusbar**.

Search Windows

Horizon displays search windows that let you search for records on a database. This is an example of a search window from the Circulation module:



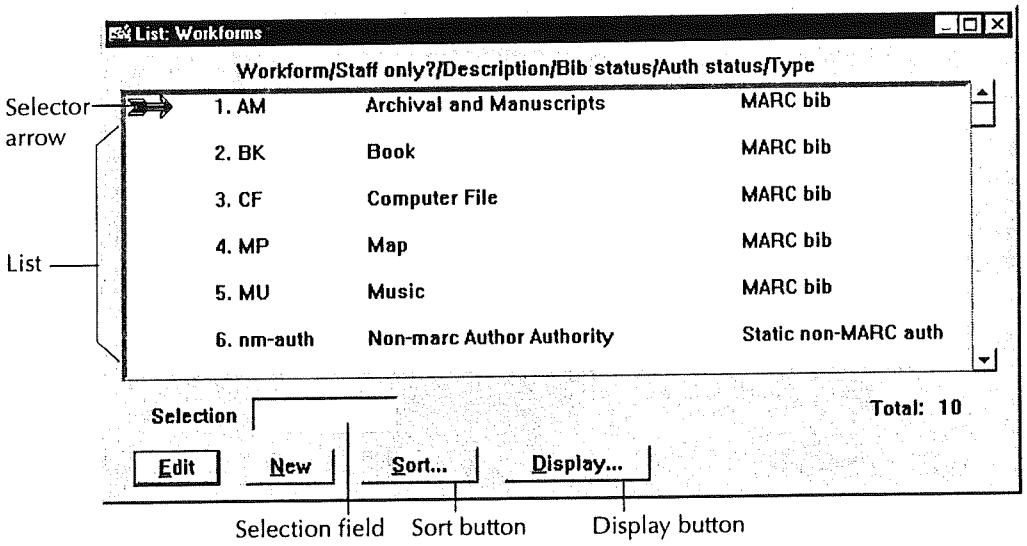
Search windows share these features:

- **Search Indexes.** Let you choose the index, or search option, you want to search on the database.
- **Search prompt.** Briefly explains what types of terms to enter that correspond to the search index you choose. The prompt may include examples of search terms.
- **Search field.** Lets you enter the text that you are searching for. (For example, in PAC, you can enter the authority name you are looking for.)

- **Command buttons.** Let you do an action (for example, move to another window, add a new entry, or show more information about an item). A disabled button is gray and does not respond when you click it.

List Windows

Horizon displays List windows to show the results of your search. You can choose items from the list to see more information about them. This is an example of a List window from the Cataloging module:

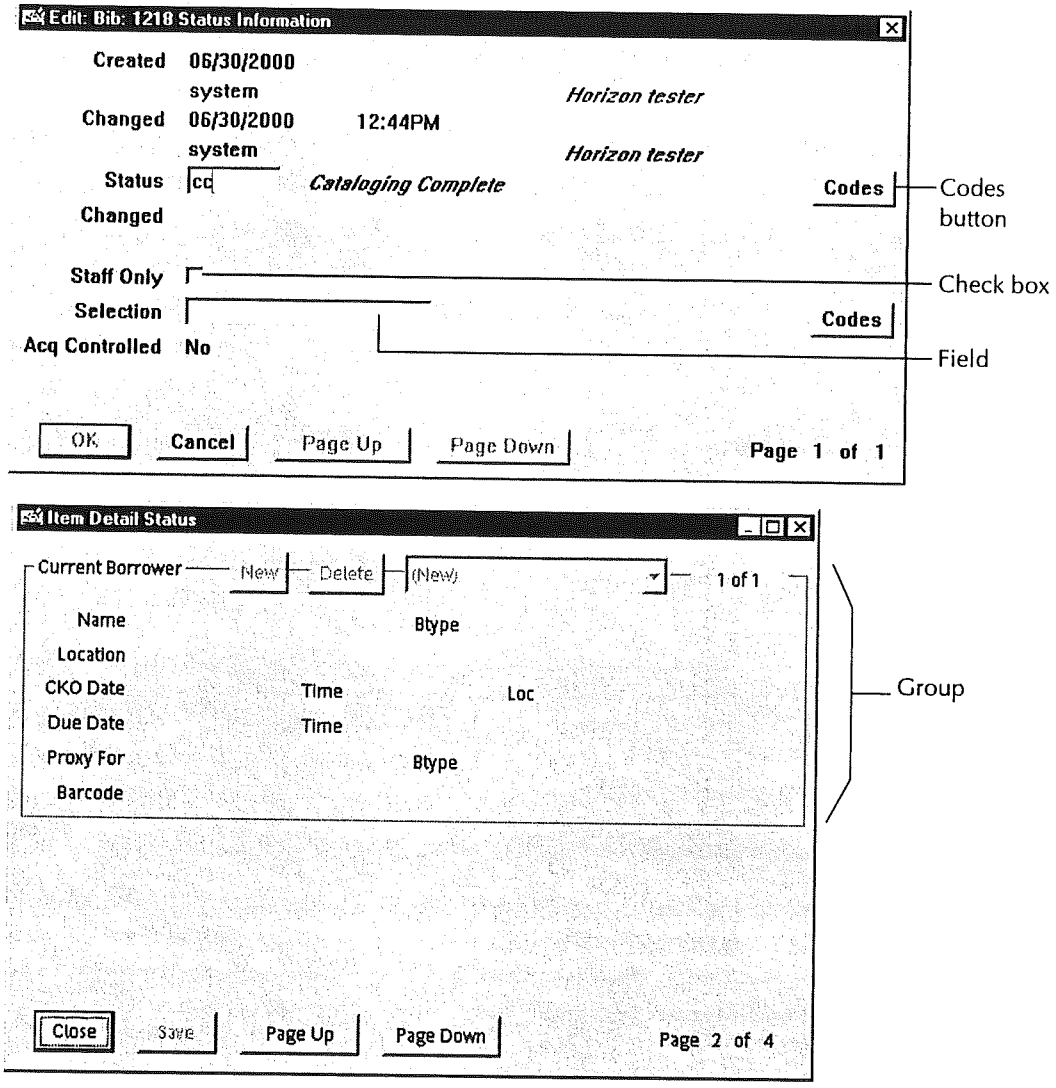


List windows share these features:

- **List.** Displays your search results.
- **Selector arrow.** Lets you choose items from the list that you want to view, edit, and so forth. You can use the mouse or arrow keys to move the arrow. (You can also choose an item by entering the item number in the **Selection** field.)
- **Display button.** Lets you change what columns display, the label and width of columns, and the order they display in. (For more information, see "Changing the Columns in a List Window" on page 1-33.)
- **Sort button.** Lets you change the order in which the columns display. (For more information, see "Sorting a List Window" on page 1-36.)

Edit Windows

Horizon displays Edit windows to let you update your database. You open an Edit window from a List window. Here are examples of Edit Bib windows taken from the Cataloging module:



Edit windows often share these features:

- **Field.** Lets you enter and edit text. If the field accepts only predefined values (codes), Horizon automatically completes the field as you start to enter text with the value that most closely matches it. (For example, if you type "m" in the Location field, Horizon enters "main".)

- **Codes button.** Lets you display a list of options for those fields that accept only predefined values or codes. (You can also display a list of codes by placing your cursor in the field and pressing **F12**. For more information, see "Codes" on page 1-17.)
- **Group.** Lets you enter or view multiple values, or group entries, for the same field. (For example, you can display information about the person who currently has an item checked out in the Current Borrower group. For more information, see "Groups" on page 1-18.)
- **Check box.** Use this to turn an option on or off. Horizon displays an "X" in the box if an option is turned on.
- **Save button.** Lets you save your changes to an Edit window. Be sure to save your changes before you close the window.
- **Close button.** Lets you close the Edit window. Be sure to save your changes before you close the window.

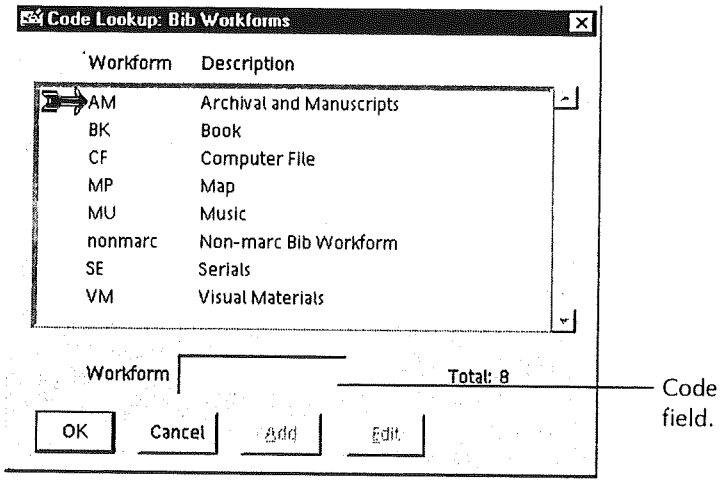
This sections explains more detail on these Edit window features:

- Codes
- Groups

Codes

Certain fields in Edit windows accept only predefined values or codes. When you click the Codes button, Horizon displays a list of valid options in the Code Lookup window.

Here is an example of the Code Lookup window from the Bib Workforms window in the Cataloging module:



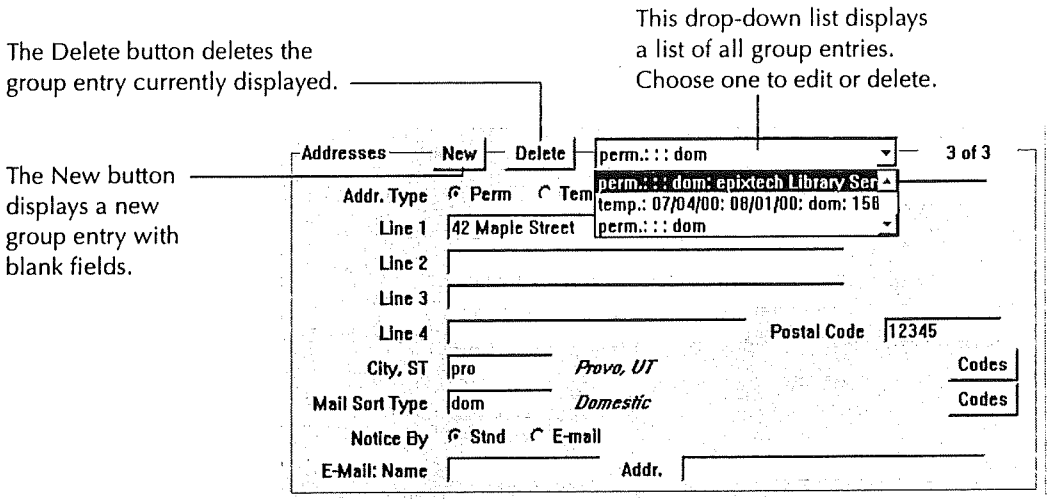
- **Code field.** Displays the code you choose or lets you enter a code from the list. When you start to enter the code, Horizon automatically completes your selection.
- **OK.** Inserts the code into the field on the Edit window and closes the Code Lookup window.
- **Cancel.** Closes the window without inserting a code in the Edit window.
- **Add.** Lets you add a new code, if you are authorized.
- **Edit.** Lets you edit the code you choose, if you are authorized.

Groups

A group lets you enter multiple values, or group entries, for the same field. (For example, you can enter a home, work, and mailing address in the Addresses group for the same borrower, or you can enter both shipping and sales tax charges in the Extra Charges group for a statement.) Groups let you work with subrecords in an Edit window without having to open a new window. In effect, this layers the information in one place, like a stack of papers where each sheet of paper has unique information.

A group appears as a collection of fields, buttons, and a drop-down list set apart from the rest of the Edit window by a box that surrounds them. The drop-down list summarizes each group entry. Horizon displays only one entry in the group at a time. Use the drop-down list to display other entries. You can delete group entries or create new ones.

Here is an example of the Addresses group from an Edit Borrower window in the Circulation module:



- **New.** Lets you enter a new group entry. When you choose this option, Horizon displays blank fields.

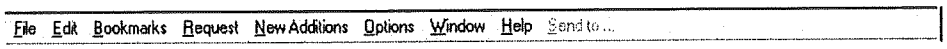
> **IMPORTANT**
>
> If you accidentally choose New but do not want to add a new entry, choose Delete to remove the group entry. If you do not delete it, Horizon prompts you when you save the record to fill in the new group entry's fields.

- **Delete.** Lets you delete a group entry. Be sure to highlight the group entry you want to delete before you choose this option.
- **Drop-down list.** Displays a summary of each group entry.
- **Field.** Lets you add or edit text.
- **Radio button.** Lets you turn an option on or off. You can mark only one radio button at a time. A marked button displays a black dot.

Horizon Menus

Menus let you do tasks and navigate through the module you are using. Some menus link you to other modules. Horizon menus are unique for each module, except the Help menu, and appear on the menu bar of a window.

Here is an example of a menu bar:



NOTE

If you are doing a search, and the Main Search window is open, then the menu bar is disabled. To close the Main Search window so you can access the menu bar, click **Cancel**.

You can access menu options using the mouse or the keyboard. You can also bypass the menu functionality to access options by using keystroke shortcuts.

This section explains these topics:

- Choosing menu options.
- Using help menu options.
- Using keystroke shortcuts.

Choosing Menu Options

You can choose menu options using the mouse or the keyboard:

To choose a menu option using the mouse	To choose a menu option using the keyboard
1 Click on a menu from the menu bar. Horizon displays a drop-down list of menu options. 2 Click on the menu option you want.	1 Press the **ALT** key to highlight the menu bar. 2 Press the underlined letter of the menu you want, or use the arrow keys to move through the menu bar, then press **ENTER**. Horizon displays a drop-down list of menu options. 3 Press the underlined letter for the menu option you want.

Using Help Menu Options

Use this table to understand Help menu options:

Help Menu Option	Description
Support on the Web	Connects you to the *epixtech* web site where you can view information about products and services. You can participate in support chat groups and view PDF versions of various manuals. You need a login and password to access this option. If you do not already have a login and password, call Horizon Support at 1-800-683-9649 to receive one.

Help Menu Option	Description
Contents and Index	Lets you view context-sensitive help for options in the module you are using. (For example, you can find help on how to view a booklist in PAC.) This type of help is included with the software you install. NOTE This type of help may not be available for all options or modules. Future versions will include updated online help.
View Cataloging Manual	Opens Acrobat Reader to display a PDF version of the manual or manuals related to the Cataloging module. You can search for specific text or use the contents to find what you need. NOTE This option is available only if you chose to install the online guides when you installed Horizon.
About	Displays information about the Horizon software you are using, including copyright, date, and version.

Using Keystroke Shortcuts

Instead of using the mouse or keyboard to choose menu options, you can use keystrokes to do certain options on an active window. (For example you can press **F2** to start a search rather than choosing **File, Search** from the menu bar.) Horizon lets you use several types of keystroke shortcuts:

- **ALT** key combinations.
- **CTRL** key combinations.
- Function keys (**F12**).
- Other keys, such as **ESC, TAB,** or **PAGE DOWN**.

Here is a list of basic keystroke shortcuts you can use in most Horizon modules:

To do this	Press this key combination
Display the help window.	**ALT+H**
Start a search.	**F2**
Exit the Horizon application.	**ALT+F4**
Close a window.	**ESC**
Move the cursor to the next field.	**TAB**
Move the cursor to a previous field.	**SHIFT+TAB**
Move to the next page.	**PAGE DOWN**
Move to the previous page.	**PAGE UP**
Display the Code Lookup window.	**F12**
Sort a list.	**F4**
Change operators.	**F3**

Here is a list of Windows shortcut keystrokes that may be available in some Horizon modules:

To do this	Press this key combination
Print a record.	**CTRL+P**
Copy a record.	**CTRL+C**
Save a record.	**CTRL+S**
Cut a record.	**CTRL+X**
Paste a record.	**CTRL+V**

Horizon Tasks

Several basic tasks are the same for all Horizon modules. You may do these tasks at different times and for different reasons, depending on the module you are using. This section explains how to do these tasks:

Task	See Page
Logging In to Horizon	1-24
Changing Your Horizon Password	1-27
Changing Operators or Logging Off	1-29
Using the Menu Manager	1-30
Switching between Modules	1-32
Changing a List Window Display	1-32
Choosing Items from a List	1-38
Printing	1-40
Saving Data to a File and Opening a File	1-40
Checking Date Settings	1-43
Changing Information for a Group of Items	1-43

Logging In to Horizon

When you log in to Horizon, you choose the server, database, and location you want to access. You also choose the modules you want to work in. Then you must enter a Horizon user name and password to access the library system. Your user ID is linked to a "passkey" that

defines the views, menu options, and features you can access. This identification lets Horizon track users and secures your system from unauthorized use.

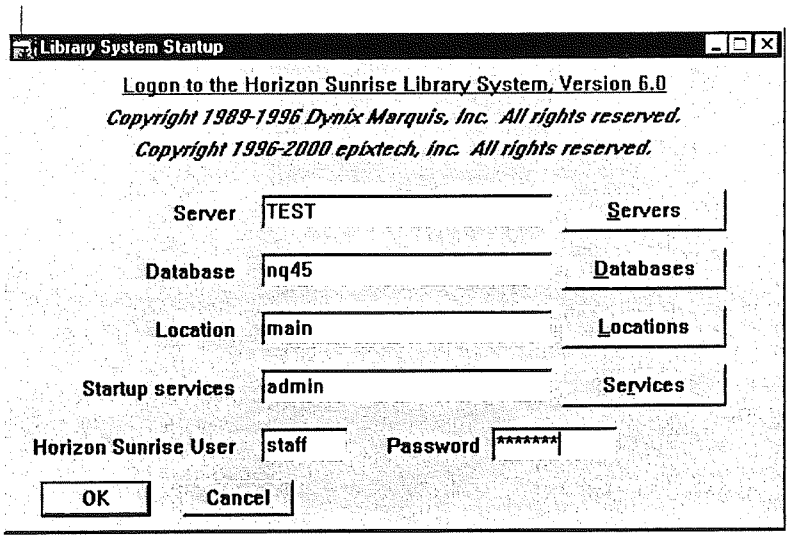
NOTE

The Horizon user name and password are case sensitive.

To log in to Horizon

1 Double-click the Horizon icon on the desktop:

Horizon displays the Library System Startup window:



By default, these fields contain the same settings that were entered for the workstation the last time a user logged in to Horizon, except for the password.

2 If necessary, change the information in these fields; otherwise, skip to step 3. (Click the button to the right of the field to display the valid options for each field.):

- **Server.** Enter the name of the computer that contains your Horizon database and that runs the SQL server software. (The server software allows client workstations to send and retrieve information from the database.)
- **Database.** Enter the name of your Horizon database. You may have more than one database. (For example, you may have a training database in addition to your regular database.)

  To change the user ID and password that the workstation uses to log in to the database, click the Window Control button in the upper-left corner of the title bar, then choose **Db User Password**.)
- **Location.** Enter the library location you want.
- **Startup Services.** Enter the startup service you want. If you enter a service, Horizon automatically opens the modules for that service when you log in. (For example, you might have a startup service for circulation staff that opens the Menu Manager, Circulation, and PAC. For instructions on defining startup services, see "Defining Startup Services" in the "Setup" chapter of the *Horizon System Administrator Guide*.)
- **Horizon Sunrise User.** Enter your user ID. (Your user ID determines the views, menu options, and features that you can access.)

3 Enter your password in the **Password** field.

(For instructions on changing this password, see "Changing Your Horizon Password" on page 1-27.)

4 Click **OK**.

Horizon opens the modules specified in the startup service.

(For instructions on opening additional modules, see "Using the Menu Manager" on page 1-30.)

Changing Your Horizon Password

If you have the necessary privileges, you can change your Horizon password. (This is the password you enter when logging in to Horizon, or accessing certain Horizon functions.)

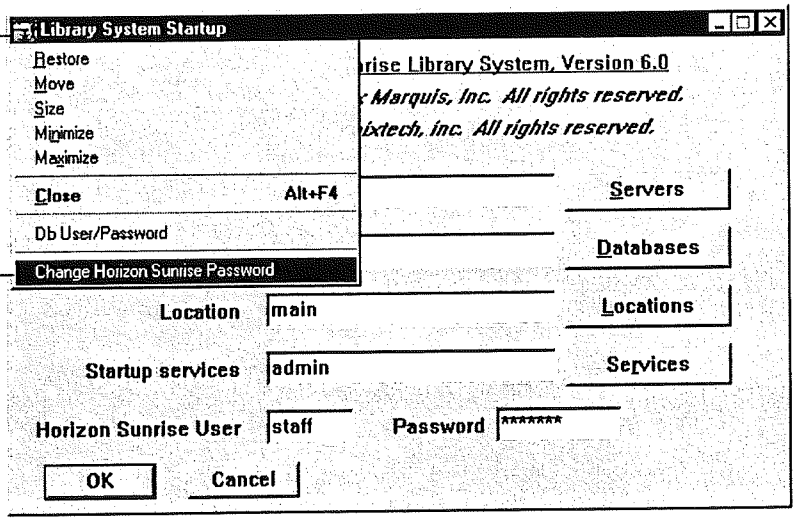
To change your Horizon password

1 Double-click the Horizon icon on the desktop:

Horizon displays the Library System Startup window.

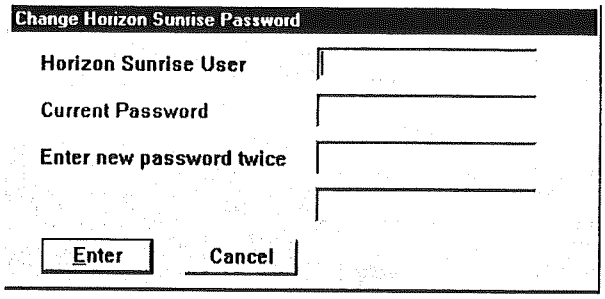
2 Click the **Window Control button** in the upper-left corner of the title bar.

Horizon displays the drop-down Control menu:



3 Choose **Change Horizon Sunrise Password** from the **Control** menu.

Horizon displays the Change Horizon Sunrise Password dialog box:



4 Enter your user name in the **Horizon Sunrise User** field.

5 Enter your current password in the **Current Password** field.

6 Enter the new password in each of the **Enter new password twice** fields.

7 Click **Enter** to save your changes and close the window.

You can now log in to Horizon using the new password.

NOTE

If Horizon displays a message telling you that you do not have privileges to change your password, you must contact your system administrator to change the password.

Changing Operators or Logging Off

When you are finished with your work, you should either change operators or log off to safeguard the workstation from unauthorized use. Changing the operator lets you change the views, menu options, and features that the next user can access without having to log off Horizon.

WARNING

Never leave your workstation unattended without first changing operators or logging off; otherwise, you may give unauthorized users access to the system.

This section explains how to:

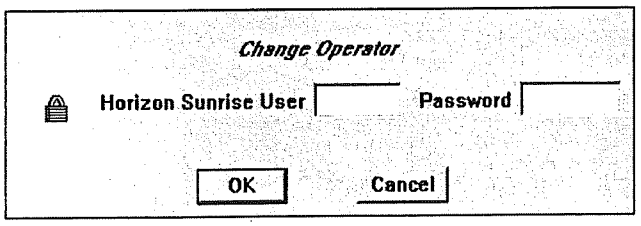
- Change operators.
- Log off Horizon.

To change operators

1. If necessary, save changes in any open Horizon windows.
2. Go to the Menu Manager.

   To switch to the Menu Manger, click the button on the Windows taskbar that represents the Menu Manager. You can also use **ALT+TAB** to switch between open windows.
3. Click **Change Operator** or press **F3**.

   Horizon displays the Change Operator dialog box:



4. Enter the new user ID in the **Horizon Sunrise User** field.
5. Enter the new password in the **Password** field.

To log off Horizon

1 If necessary, save changes in any open Horizon windows.

2 Close all open Horizon windows.

To close a window, click **Close** at the bottom of the window (if available), or click the Close button (⊠) in the upper-right corner of the window.

3 Close all open Horizon applications.

To close an application, choose **File, Exit**, or click the Close button (⊠) in the upper-right corner of the window.

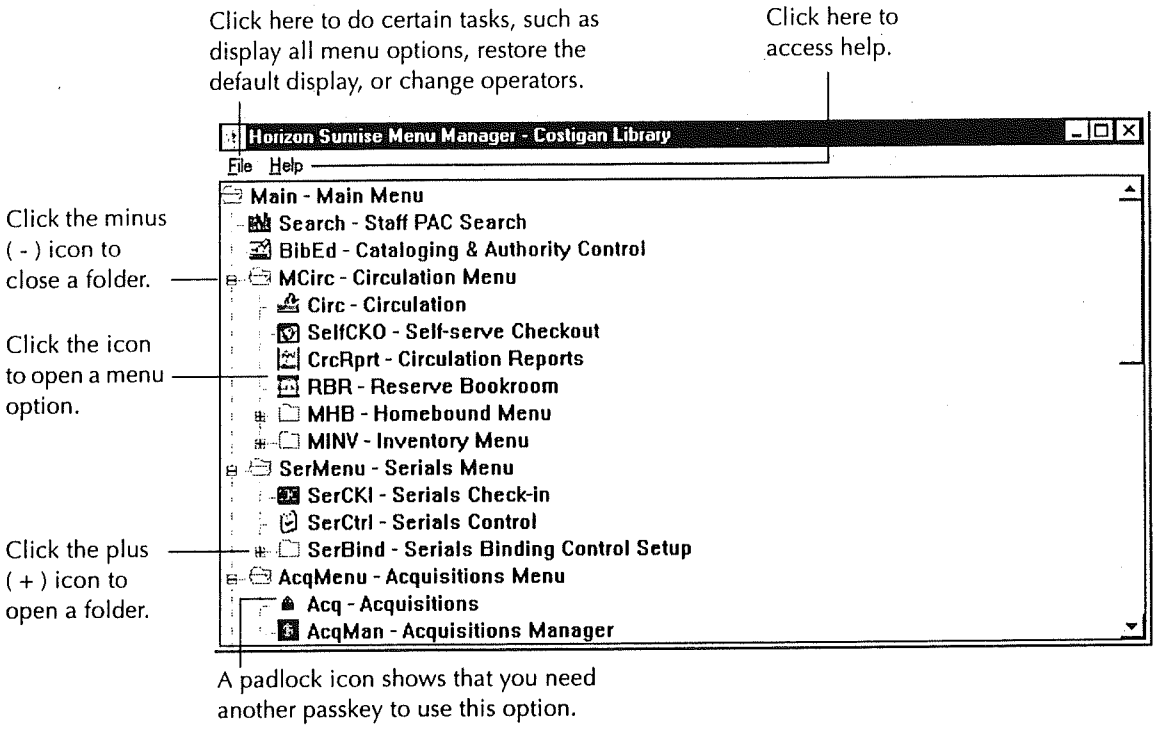
Using the Menu Manager

The Menu Manager displays a menu of Horizon modules and tables that store information on your database. The Menu Manager lets you access various Horizon modules and tables, depending on your passkey. The menu where you open modules and tables is called the Main Menu.

NOTE

If a lock icon 🔒 appears to the left of an option, you cannot open the option without an authorized passkey.

Here is an example of the Menu Manager Main Menu:


Click here to do certain tasks, such as display all menu options, restore the default display, or change operators.
Click here to access help.
Horizon Sunrise Menu Manager - Costigan Library
File Help
Main - Main Menu
Search - Staff PAC Search
BibEd - Cataloging & Authority Control
MCirc - Circulation Menu
Circ - Circulation
SelfCKO - Self-serve Checkout
CrcRprt - Circulation Reports
RBR - Reserve Bookroom
MHB - Homebound Menu
MINV - Inventory Menu
SerMenu - Serials Menu
SerCKI - Serials Check-in
SerCtrl - Serials Control
SerBind - Serials Binding Control Setup
AcqMenu - Acquisitions Menu
Acq - Acquisitions
AcqMan - Acquisitions Manager
Click the minus (-) icon to close a folder.
Click the icon to open a menu option.
Click the plus (+) icon to open a folder.
A padlock icon shows that you need another passkey to use this option.

To use the Menu Manager

1 Log in to Horizon.

(For instructions, see "Logging In to Horizon" on page 1-24.)

2 If the Menu Manager is not already displayed, click the Horizon Sunrise Menu Manager button on the Windows taskbar.

3 If necessary, open the folder that has the module or table you want to open.

Horizon displays the modules and tables in the folder.

4 Do one of these options:

- Double-click the option that you want to open.

  (For example, if you want to check in a serial item, double-click the SerCKI icon in the SerMenu folder.)

- Press **F5** and enter the name of the option you want to open.

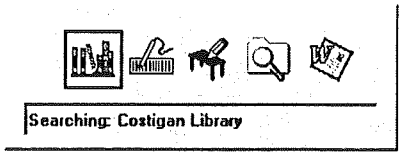
Horizon opens the module or table.

Switching between Modules

In Windows, you can easily switch between open modules and applications by pressing **ALT+TAB**.

To switch between modules

1 Press **ALT+TAB**, without releasing the **ALT** key to display open modules and applications:

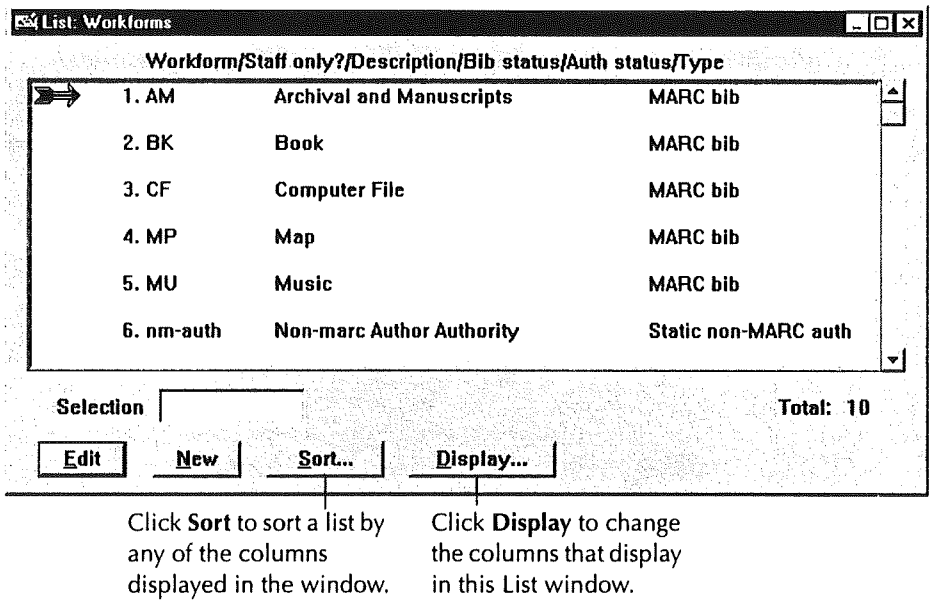


2 While you continue to hold down the **ALT** key, repeatedly press **TAB** until the application you want is highlighted.

3 Release the **ALT** key to bring the highlighted application to the front.

Changing a List Window Display

Horizon displays a List window each time you do a search or display records from your database. Most List windows in Horizon contain Sort and Display buttons that let you change the display of the window.


List: Workforms
Workform/Staff only?/Description/Bib status/Auth status/Type
1. AM Archival and Manuscripts MARC bib
2. BK Book MARC bib
3. CF Computer File MARC bib
4. MP Map MARC bib
5. MU Music MARC bib
6. nm-auth Non-marc Author Authority Static non-MARC auth
Selection
Total: 10
Edit
New
Sort...
Display...
Click Sort to sort a list by any of the columns displayed in the window.
Click Display to change the columns that display in this List window.

In combination with Horizon's searching, these buttons provide powerful tools to help you access, organize, and display information stored in your database.

The Display button lets you change the columns that display in the List window. You can change the order of the columns that currently display, or choose to display additional columns of information. The Sort button lets you sort the list by any displayed column.

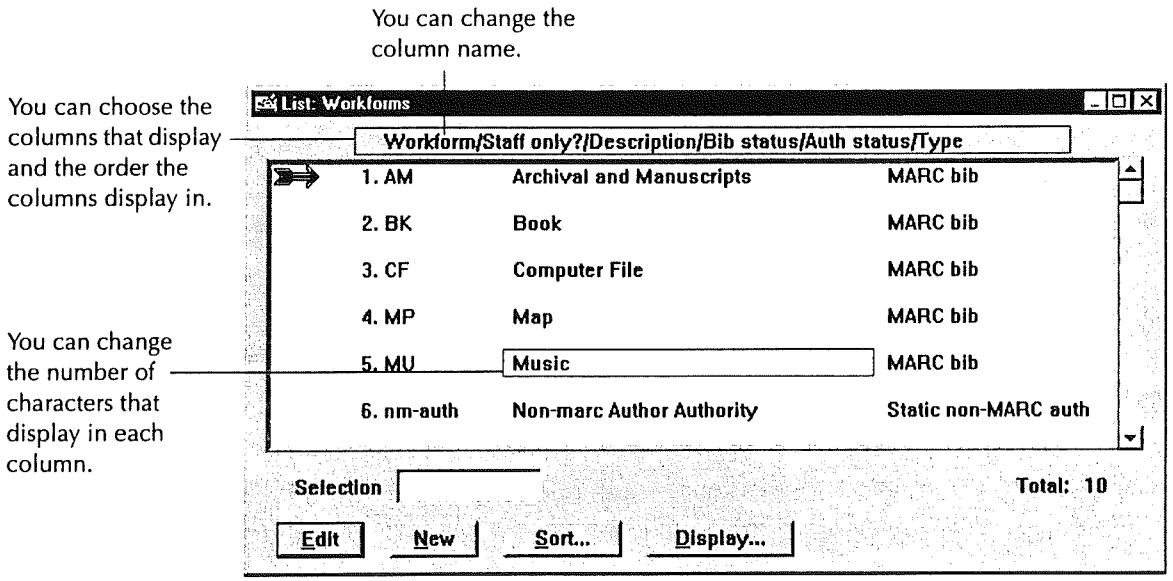
This section explains how to:

- Change the columns in a List window.
- Sort a list.

It also provides examples of how you might use the Display and Sort buttons to get the information you need.

Changing the Columns in a List Window

If you want to, you can temporarily change the columns that appear in a List window:

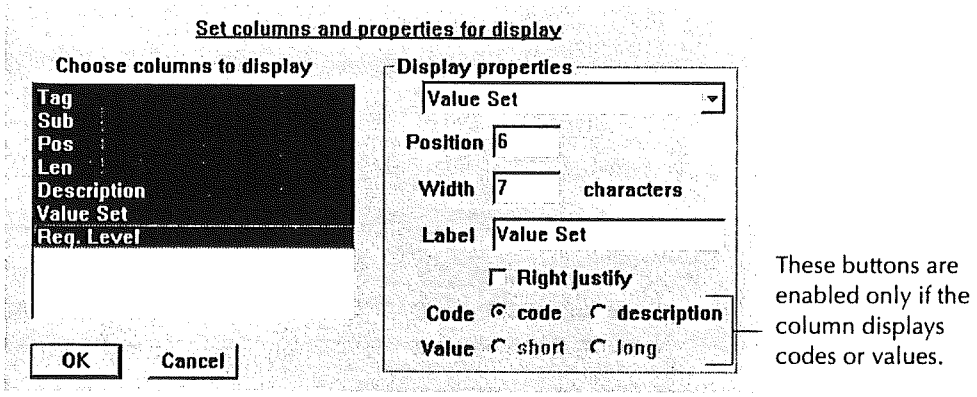

You can change the column name.
You can choose the columns that display and the order the columns display in.
You can change the number of characters that display in each column.
List: Workforms
Workform/Staff only?/Description/Bib status/Auth status/Type
1. AM Archival and Manuscripts MARC bib
2. BK Book MARC bib
3. CF Computer File MARC bib
4. MP Map MARC bib
5. MU Music MARC bib
6. nm-auth Non-marc Author Authority Static non-MARC auth
Selection
Total: 10
Edit
New
Sort...
Display...

This lets you see the information that is the most useful to your current task. (For example, you can display the bib number of each item.)

> **NOTE**
>
> Your changes to a List window remain until you exit the module. (To change the display more permanently, see the "Introduction to Horizon Views" chapter of the *Horizon System Administrator Guide*.)

To change the columns in a List window

1. Access the List window that contains the columns you want to change.
2. Click **Display** to display a window like this one:



The columns that currently appear in the List window are highlighted in the order they appear on the List window.

3 Highlight the columns you want to display.

To highlight or unhighlight a column, click the column name.

> **NOTE**
>
> If the List window is too small or if you have too many columns, the text will wrap to the next line, making the text difficult to read. Because you can resize windows to view more columns, you may want to adjust column widths to display more information on the List window without wrapping.

4 In the **Display properties** group, choose the column for which you want to change display properties, then complete these options to change the display:

- **Position.** Enter the position you want to assign to the column. (For example, enter "1" to display the column in the left-most position, "2" for the second position from the left, and so on.)
- **Width.** Enter the width you want to assign the column. (For example, enter "20" to let columns display up to 20 characters of text.)
- **Label.** Enter the name you want to assign the column.
- **Right Justify.** Mark this box to right-justify the text in the column.
- **Code.** If your column displays predefined or coded information, such as location, do one of these options:

  - Mark **code** to display the abbreviated name of the code.

    (For example, if you display a currency column, Horizon displays "usd" for United States dollars.)
  - Mark **description** to display a description of the code.

    (For example, if you display a currency column, Horizon displays "United States Dollar".)

- **Value.** Lets you display parameters or settings in your columns. (For example, you can display the spent event setting for a purchase order in Acquisitions.) If your column is a value, do one of these options:

  - Mark **short** to display a brief description of the value.
  - Mark **long** to display a complete description of the value.

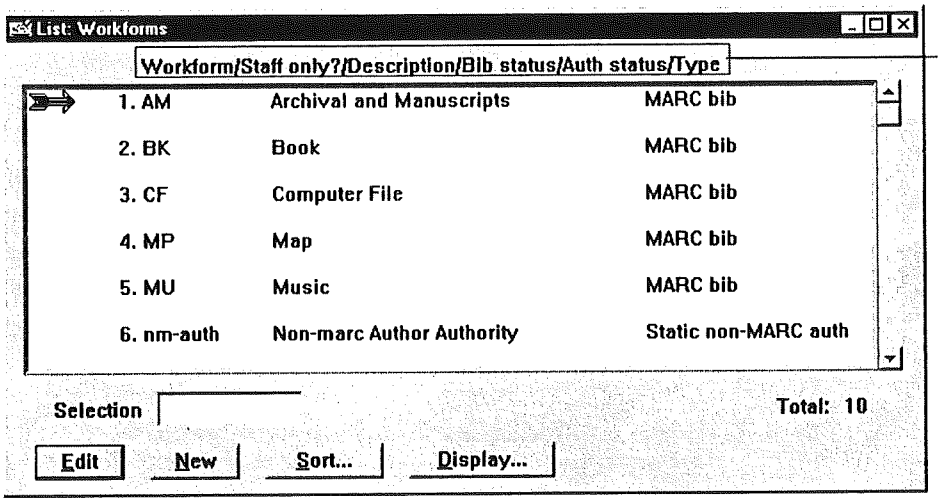
5 Repeat step 4 for each column you want to change.

6 Click **OK**.

The List window shows your changes.

Sorting a List Window

You can sort a list by any of the columns displayed in a List window.



(For example, you can sort a list of workforms by their type.)

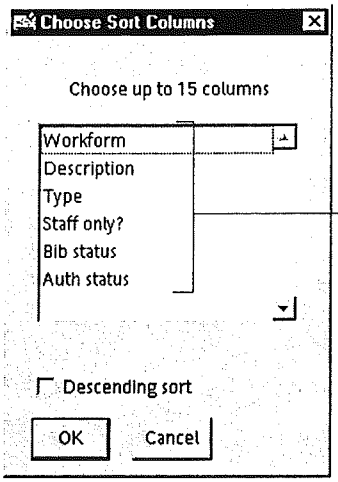
NOTE

If the list does not display the fields you want to sort by, you can add them. (For instructions, see "Changing the Columns in a List Window" on page 1-33.)

To sort a List window

1 Click **Sort** in the List window.

Horizon displays a dialog box showing the default sort order for the List window:



2 Click the first option you want to sort by.

(For example, if you want Horizon to display entries in order by their call number, click Call No.) Horizon moves the sort option you chose to the top of the list in the dialog box.

3 Click additional options to sort by, in the order in which you want the entries to be sorted.

(For example, if you clicked Call No. as the first sort option, you can click Collect. as the second sort option to display bib records by call number sorted by collection.) As you choose an option, Horizon moves the option toward the top of the list in the dialog box.

4 If you want, mark the **Descending sort** box to sort the list from last to first (for example, from Z to A or from the year 2000 to 1900).

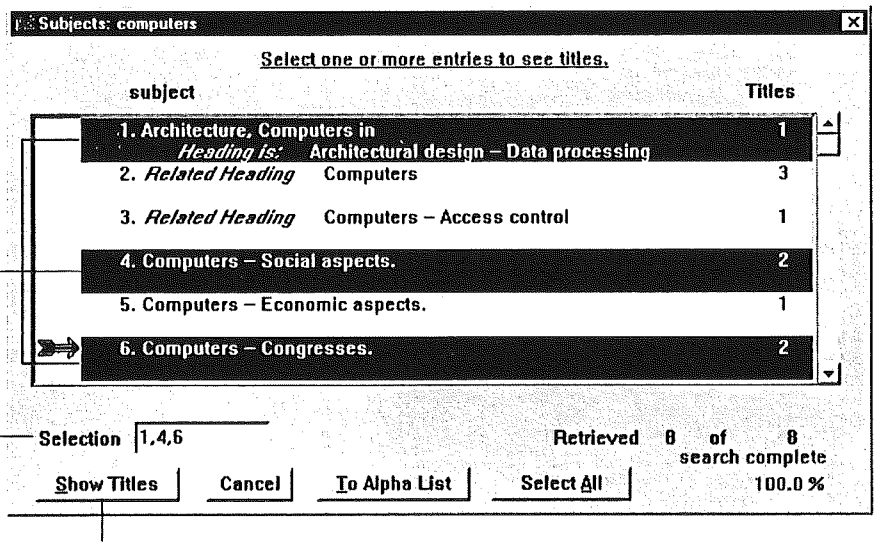
5 Click **OK** to save your changes and return to the List window.

> **NOTE**
>
> The sort remains in effect only while you are in the List window. Once you close the window, the default sort fields return.

Choosing Items from a List

You can choose one or more items from a list. This lets you move one or more items from one window to another or from one module to another where you can view, edit, or process the items. (For example, you can choose an item from a list of titles in PAC and send it to the Cataloging module to edit its bib record.)

This List window shows multiple selected items:



Horizon highlights the items you choose.

Shows which items you chose.

When you click the button in the bottom left corner of the window, Horizon moves the items you chose to the next window.

To choose items from a list

1 Move the mouse to the items you want.

To move the selector arrow using the keyboard, use the arrow keys.

2 Highlight the item or items you want by clicking once on each item.

To highlight items using the keyboard, press the space bar on each item you want, then use the arrow key to move to the next item you want and press the space bar again. Horizon highlights each item you choose.

> **NOTE**
>
> If you double-click on an item, Horizon highlights it and moves it to the next window as if you had clicked the button in the bottom-left corner of the List window.

3 Repeat steps 1 and 2 until you highlight all the items you want.

> **NOTE**
>
> You can also choose items by entering their numbers in the Selection field (for example, "1-3, 7, 10-15").

4 Click the button for the action you want.

(For example, click the Show Titles button.) This will start the action for the items you chose.

Printing

In addition to the options for printing standard forms and reports (such as purchase orders and claim letters), you can also print the information you display in most Horizon List windows. (For example, you can print a bib record.)

To print the information in a List window, choose **File, Print** or press **CTRL+P**.

You can change print options, if necessary. (For more information, refer to the Windows online help or your Microsoft Windows manual.)

Saving Data to a File and Opening a File

You can save the data in most Horizon list and report windows to a file. Saving data to a file lets you send the information electronically (for example, via e-mail), or load the information into other applications. (For example, you might save a selection of bib records to a file so you can load them into a training module for new catalogers.)

When you save a list to a file, you can specify how you want Horizon to format the data in the file. (For example, you can choose to use commas to separate columns of data.)

You can open the file where you save the Horizon data using a text editor, such as Notepad.

This section explains how to:

- Save data to a file.
- Open a file.

To save data to a file

1. Open the list or report you want to save to a file.
2. Choose **File, Save to File**.

   Horizon displays the Save to a File window.
3. Choose the folder where you want to save the file.

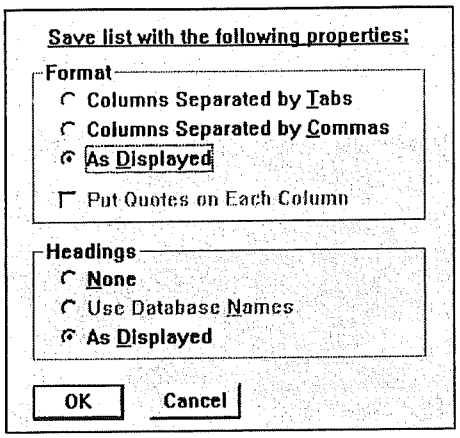
   The default location is the folder where your Horizon software is installed. You can also create a new folder.

   Make sure the folder appears in the Save in field.

4 Enter a name for the file in the **File name** field.

5 Click **Save**.

Horizon prompts you to choose the properties you want to use for the file:



6 In the **Format** group, mark one of these options to choose how you want Horizon to separate the columns of text in the file:

- **Columns Separated by Tabs.** Mark this option if the application in which you plan to open the file requires columns of data to be separated by tabs.
- **Columns Separated by Commas.** Mark this option if the application in which you plan to open the file requires columns of data to be separated by commas. (Spreadsheet applications usually require that columns of data be separated by commas.)
- **As Displayed.** Mark this option if you want to open the file directly using a text editor, such as Notepad. Horizon saves the text with the same number of spaces as shown on the screen.

7 If the application in which you plan to open the file requires quotes around the text fields, mark **Put Quotes on Each Column**.

This option is not available if you choose As Displayed in the Format group.

8 In the **Headings** group, mark one of these options to choose how you want Horizon to include column names in the file:

- **None.** Mark this option to not include column names.
- **Use Database Names.** Mark this option to use the column names that are used in the Horizon database, instead of the names displayed in the List window (for example, "unit_price" instead of "Unit Price").

  This option is not available if you choose As Displayed in the Format group.
- **As Displayed.** Mark this option to use the column names that are displayed in the List window (for example, Title, Unit Price, and so on).

9 Click **OK**.

Horizon saves the file with the properties you chose.

To open a file

1 Open Windows Explorer and go to the location where you saved the file.

2 Double-click the file.

Windows displays the Open With window.

3 Scroll down the list until the Notepad application is displayed.

4 Highlight the Notepad application.

5 If you want Windows to always use Notepad to open this type of file, mark the box at the bottom of the window.

6 Click **OK**.

Windows opens the file in Notepad.

Checking Date Settings

When you enter a date in Horizon, you must use the format that is specified in your Windows settings (for example, MM/DD/YY).

To check date settings

1. At your Windows desktop, choose **Start, Settings, Control Panel.**
2. Double-click **Regional Settings** to display the Regional Settings Properties window.
3. Click the **Date** tab.

   Windows displays your date settings.
4. If you want to change the date settings, use these steps:

   1 In the **Short date style** drop-down list, highlight the format you want to use when entering dates in Horizon.
   2 Click **Apply.**
   3 Click **OK** to close the window.
5. Close the Control Panel window.

Changing Information for a Group of Items

On occasion, you may need to change the information in a specific field for multiple item records. (For example, before moving a group of items to a new location, your library needs to change the Location field on every item record so borrowers can find the items.) You can change the information in one or more fields for multiple item records by using Item Group Editor.

Item Group Editor lets you archive, edit, and restore data that relates to a group of items. To use Item Group Editor, you first create a group of items (called an item group, or group) by searching for items that match your specific criteria. You archive information about those items to keep a copy of the information you originally cataloged. Then you can change the data in certain fields of the whole group at once. These changes can be temporary or permanent. If they are temporary, when the time to use those temporary changes has passed, you restore the archived, original information.

You can use Item Group Editor to edit information in these fields for a group of items:

- Item Type
- Location
- Collection
- Call Type
- Call No.
- Source
- Item Note
- Item Status
- Internal Note

You can use Item Group Editor when you do tasks like these:

- Transferring materials permanently to a new location.
- Making a group of items available for reserve only.
- Changing groups of call numbers.
- Adding local notes to items.
- Correcting default information.

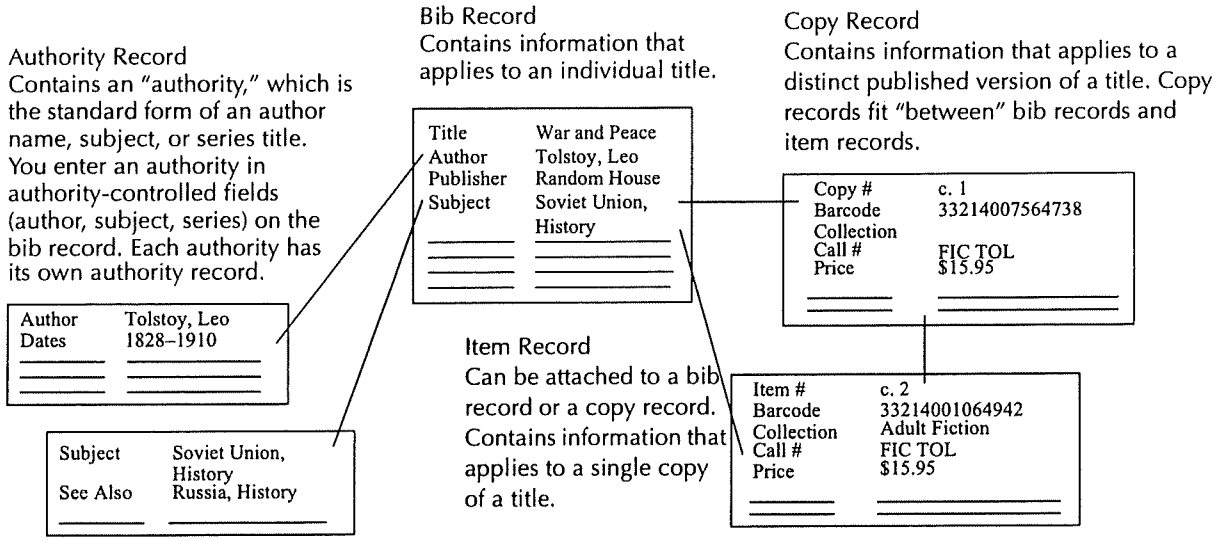
Horizon displays Item Group Editor as a separate item in the Group Editor Menu folder, which is a part of the Administration Menu. Because you can use it during Inventory, Horizon also displays Item Group Editor in the Inventory folder, which is a part of the Circulation Menu.

(For instructions on using Item Group Editor to archive, edit, and restore data for groups of items, see "Using Item Group Editor" on page 5-46.)

Cataloging Basics

Cataloging is the process of identifying the items in your library and defining their content so that borrowers can find the information they need on your shelves easily and efficiently. Machine-Readable Cataloging records, or MARC records, make it possible for library staff members to use computers to store and access cataloging information. After MARC records are entered into your library's database, borrowers use computer workstations to search the database. They use the search results to find items on your shelves.

When you catalog a new title, you use four kinds of records: bibliographic (bib) records, authority records, item records, and copy records. Each record contains different kinds of information:


Authority Record
Contains an "authority," which is the standard form of an author name, subject, or series title. You enter an authority in authority-controlled fields (author, subject, series) on the bib record. Each authority has its own authority record.
Author Tolstoy, Leo
Dates 1828–1910
Subject Soviet Union, History
See Also Russia, History
Bib Record
Contains information that applies to an individual title.
Title War and Peace
Author Tolstoy, Leo
Publisher Random House
Subject Soviet Union, History
Item Record
Can be attached to a bib record or a copy record. Contains information that applies to a single copy of a title.
Copy Record
Contains information that applies to a distinct published version of a title. Copy records fit "between" bib records and item records.
Copy # c. 1
Barcode 33214007564738
Collection
Call # FIC TOL
Price $15.95
Item # c. 2
Barcode 33214001064942
Collection Adult Fiction
Call # FIC TOL
Price $15.95

If you use MARC records, you can automatically add MARC bib and authority records to your database by loading them. You can also set up your system so that item records are created automatically when you load the bib records. After you load records, you can manually create more item records as you receive more copies of a title. You can also export records from your database to other databases and servers.

You can manually create bib, authority, copy, and item records in Cataloging. These records can be in MARC or non-MARC format. Cataloging provides templates, called workforms, that you use when

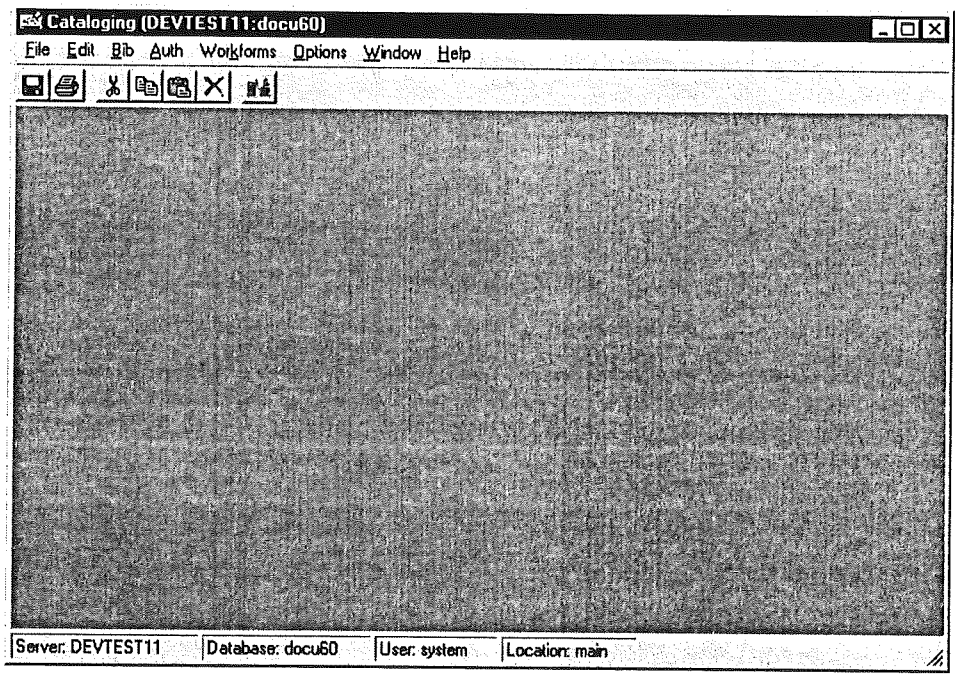
you enter data to create a record in Horizon's database. By setting up a workform ahead of time, you can more easily remember which data you most likely need to enter when you create a certain type of record.

Starting the Cataloging Module

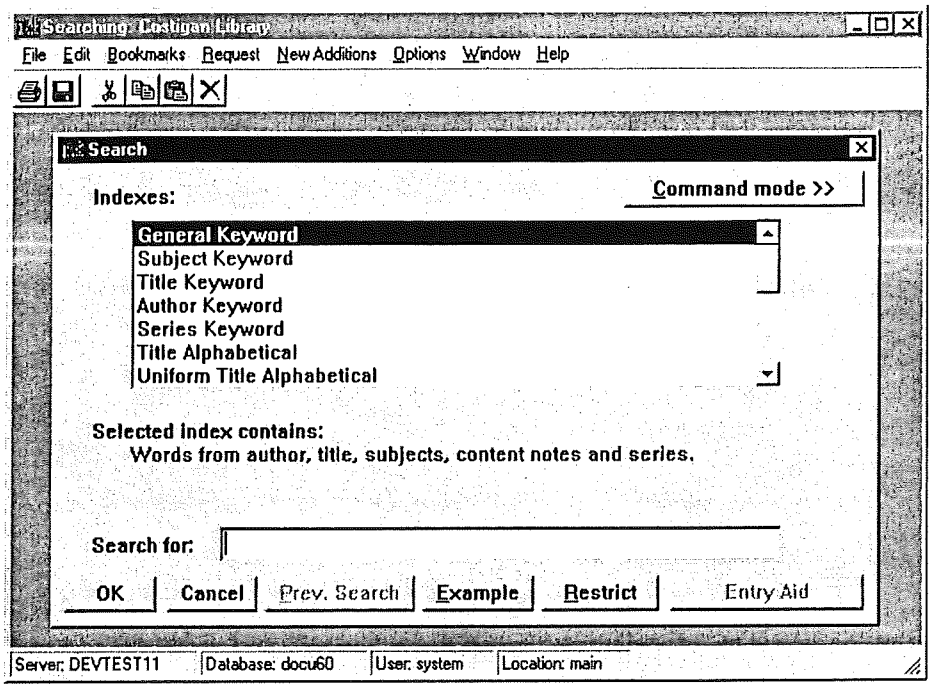
To work in Cataloging, you need to open the Cataloging and PAC modules. You can start these modules in one of two ways:

- Log on to Horizon through a startup service class that includes Cataloging and PAC. (For instructions, see "Logging In to Horizon" on page 1-24.)
- Start Cataloging and PAC from the Menu Manager if Horizon is already running. (For instructions, see "Using the Menu Manager" on page 1-30.)

This is the beginning Cataloging workspace:



This is the beginning PAC workspace:



Security

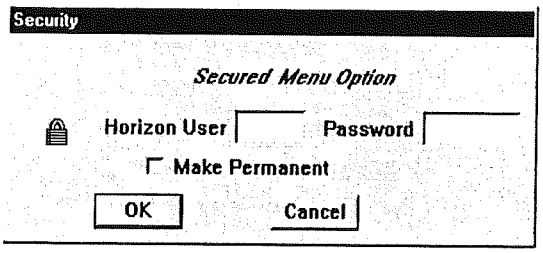
Horizon applies security options for each function in Cataloging. Your system administrator determines which functions are available to the various staff members based on their user privileges. (For more information, see the "Securing your System" section of the "Setup" chapter in the *Horizon System Administrator Guide*.) Here is a list of Cataloging and Item Group Editor program features that your system administrator can allow you to access:

Add a new authority record	Add a new bib record
Add authority controlled tag to authority	Add authority controlled tag to bib
Add authority field to non-MARC bib	Add cross reference to authority
Add field to non-MARC bib record	Add subfield to authority

Add subfield to bib record	Add tag to authority
Add tab to bib record	Attach authority to bib record
Batch authority export	Batch authority print
Batch bib export	Batch bib print
Batch create items	Clear new authority table
Convert to MARC format	Convert to non-MARC format
Copy bib record	Copy item record
Create a new item record	Create a workform
Create copy records	Create summary of holdings
Delete a tag from an authority	Delete a tag fro bib record
Delete an authority	Delete authority field from non-MARC bib
Delete bib record	Delete copy record
Delete field from non-MARC bib record	Delete item
Edit authority status record	Edit bib status record
Edit coded field in bib record	Edit coded fields in authority record
Edit copy record	Edit indicator
Edit item record	Edit summary of holdings
Enter non-keyboard characters	Enter special characters
Import MARC records	Link bib records
MARC export	Merge authority records
Merge bib records	Open a bib record
Open a workform	Open an authority record
Relink copies	Relink items
Save a bib record	Save a workform

Save an authority record	Unlink Authority from Bib record
Archive data	Clear archived data
Create/Retrieve/Delete groups	Restore data

When you try to perform a security-controlled function, Horizon displays this message:



You must know the username and password to perform the secured functions. If you do not know the username and password, see your system administrator.

Chapter 2

MARC Editing

This chapter explains how to edit fields in MARC records and provides an overview of MARC fields. In addition, this chapter explains how to delete MARC fields, enter non-keyboard characters, and print MARC records.

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About MARC Editing

A Machine-Readable Cataloging record, or MARC record, contains electronic data that identify items held in your library. The data also classify the information the items contain. A MARC record includes the same information as a set of catalog cards.

Each MARC record is divided into sections called fields, which may contain subfields. Each field is identified by a tag. Many fields are further identified by indicators. Tags identify information in fields, telling the computer what kind of data will follow. The information in fields includes such items as titles, ISSNs, notes, and subjects. Identifying tag numbers tell the computer what kind of information is recorded there, and allow the fields to vary in length. (For example, you could have a one-word title such as *Roots* or a longer title such as *Custer died for your sins* in the same field category and the computer would still interpret the line correctly.) You can add, edit, and delete fields to customize each MARC record so it will accurately represent items in your database.

This chapter includes general information about how you use Horizon MARC records. More specific information is given in later chapters, depending on the kind of record you are working with. (For example, you find information about authority MARC records in the "Authority Records" chapter.)

This chapter includes these topics:

- MARC fields.
- Navigating in a MARC record.
- Choosing a field in a MARC record.
- Adding a field to a MARC record.
- Editing a field in MARC record.
- Using Unicode capability.
- Entering a non-keyboard character.
- Deleting a MARC field.
- Changing display colors on MARC records.
- Controlling sort order of MARC records in PAC.
- Printing a MARC record.

MARC Fields

The fields of a MARC record hold all the bibliographic information about an item in formats that both you and your computer can understand. This section briefly describes these fields and tools in a MARC record:

- Tags and fields.
- Subfields.
- Indicators.
- Validity and repeatability of tags and subfields.
- Pointers and cursors.

Tags and Fields

A field contains a piece of data that makes up a portion of a MARC record. A tag is a three-digit number that identifies the type of information in its corresponding field. (For example, tag 245 identifies the main title information. Tag 020 identifies the ISBN number.) MARC rules define what information a tag identifies. Tags that begin with the digit "9" designate local or customized information. The term "tag" is sometimes used to designate an entire piece of information, including the three-digit number, the indicator, and all its fields and subfields.

Cataloging provides a list of MARC tags. Any time you wish to add a tag, you can open the list to view valid tag numbers. (For more information, see "Adding a Tag to a Record" on page 2-11.)

There are two types of fields on a MARC record: fixed fields and variable fields. The type of field determines the approach you must take to add, edit, or delete that field or its subfields.

- **Fixed Fields.** Fixed fields are often called control fields. They are divided into positions. Each position contains information in abbreviated form about the record. The information in a fixed field can fill only the predefined length of the field. Some positions accept not only a certain length of information, but a specific set of values or codes defined by MARC standards. You should use caution when editing fixed fields.

- **Variable Fields.** Variable fields can contain any length of information, as specified by the MARC cataloging rules your library follows.

  Variable fields can be authority-controlled or nonauthority-controlled:

  - **Authority-controlled fields.** These fields contain information from the authority record (author, subject, or series) to which the bib record is attached. (For example, tag 100 is an authority-controlled tag that displays the main author.)
  - **Nonauthority-controlled fields.** These fields contain information about the bib record that is not from the authority record. (For example, tag 245 is a nonauthority-controlled tag that displays the title.)

Subfields

A subfield contains information within a field. Each subfield is labeled with either a letter or number, called a subfield code.

For example, in this USMARC publication tag (260), the three subfields have the delimiters *a*, *b*, and *c*, respectively:

```
260  0  a St. Paul :  b West Pub. Co.,  c c1985.
```

Subfields may or may not appear in alphabetical order; order is determined by MARC cataloging rules. In addition, some subfields may be repeated (duplicated) within a tag.

Cataloging provides a list of MARC subfield codes you can use in a highlighted subfield. If you wish at any time to add a subfield to a field, you can open a codes list to view valid subfield codes. (For more information, see "Adding a Subfield to a Tag" on page 2-14.)

To edit a subfield in an authority-controlled tag, you need to edit the corresponding authority record for that tag. If an authority-controlled tag contains a nonauthority-controlled subfield, you can edit that subfield directly from the bib record.

Indicators

Indicators consist of two characters (a space or a digit from 0 to 9) that appear after a tag number and before the first subfield in a MARC field. The meaning of each indicator varies from tag to tag and is defined by MARC standards.

A MARC record can include these types of indicators:

- **Nonfiling.** These indicators determine how many leading characters Horizon ignores when it creates a list that you can browse alphabetically. (For example, the title *The one and only* has a nonfiling indicator of "4." Horizon ignores the first four characters [the space after "The" counts as a character] and files it under "One" in an alphabetical list.) If a nonfiling indicator is left blank, Horizon fills it in by looking at the article table when saving the record. (For more information, see "Specifying Initial Articles" in the "Setup" chapter of the *Horizon System Administrator Guide.*)
- **Filing.** These indicators contain information that describe the tag. (For example, the first indicator of a 110 corporate name tag indicates whether the name is inverted or in direct order.)

Validity and Repeatability of Tags and Subfields

When you try to add a tag or subfield to a record, Cataloging verifies that the tag is valid for that record, or that the subfield is valid for that tag, according to MARC standards. The codes list of tags or subfields displays checkmarks next to the valid tags and subfields for the record you are working with.

Cataloging also checks to see if the tag or subfield is repeatable. Repeatable fields can be added multiple times to a record. You can change the repeatability of a subfield for a given tag. Check with your system administrator about such changes.

If you try to add a tag or subfield that is not valid or repeatable, Cataloging displays a message telling you that the tag or subfield is not valid or is nonrepeatable.

Pointers and Cursors

As you move the mouse pointer across your screen when a record is open, the pointer changes shape. These shapes indicate the type of information present where the pointer is positioned:

Pointer Shape	Description
‡	**Subfield Pointer.** You can add a new subfield here. Clicking the left mouse button when Cataloging displays the subfield pointer opens the Add Subfield window and lets you add a subfield at the pointer position.
	Arrow Pointer. The pointer is positioned at either an authority-controlled field or a fixed field. The arrow pointer lets you highlight the field, but not edit it directly. Choose **Edit, Edit Authority** or **Edit, Edit Positions** to open the corresponding record and edit the information directly.
I	**Insertion Pointer.** The pointer is positioned in a field you can change directly. When Cataloging displays this pointer, click the mouse so the insertion pointer becomes a flashing insertion cursor.
▯	**Indicator Box.** The pointer is positioned on an indicator position. When Cataloging displays this box, you can enter the code or value.

Navigating in a MARC Record

You can use either the mouse or the keyboard to move from field to field in a MARC record. Click with the left mouse button in the field you want to move to, or use these keyboard commands:

- Press **TAB** to move to the next field.
- Press **SHIFT+TAB** to move to the previous field.
- Press the down arrow (↓) to move to the next line.
- Press the up arrow (↑) to move to the previous line.

Choosing a Field in a MARC Record

When you choose a field, any action you take affects that field. (For example, if you highlight a tag number and press the **DELETE** key, Cataloging deletes the tag.)

This section explains how to:

- Choose a tag, subfield, or indicator.
- Highlight text.

Choosing a Tag, Subfield, or Indicator

Choosing a tag, subfield, or indicator is the process of highlighting a field or any text in the field. You highlight a tag or subfield if you want to edit it.

This section explains how to use:

- The mouse to choose tags, subfields, and indicators.
- The keyboard to choose tags, subfields, and indicators.

To choose a tag, subfield, or indicator using the mouse

1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Position the mouse arrow pointer directly over the tag number, subfield code, or indicator and click once.

Cataloging highlights the tag number or subfield code and its text, or displays a flashing cursor box around the indicator.

To choose a tag, subfield, or indicator using the keyboard

1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Press the **TAB** key until the insertion cursor is in the tag or subfield of the tag you want, or in the tag that contains the indicator you want.

Cataloging highlights the tag text or subfield text.

3 Do one of these options:

- Choose **Edit, Select Tag**.

  Cataloging highlights the tag number and its text.

- Choose **Edit, Select Subfield**.

  Cataloging highlights the subfield code and its text.

- Choose **Edit, Edit Indicator**.

  Cataloging displays a flashing cursor box around the left-most indicator. You can move to the right indicator by pressing the right arrow key.

Highlighting Text

To edit text, you first need to choose it by highlighting it. You can highlight text in one subfield at a time. If you want to highlight text in consecutive subfields, choose the entire tag. (For instructions, see "Choosing a Tag, Subfield, or Indicator" on page 2-8.)

This section explains how to highlight text:

- With the mouse.
- With the keyboard.

To highlight text with the mouse

- Position the cursor at the beginning or end of the subfield text and drag the insertion cursor across the text.

To highlight text with the keyboard

1. Move the cursor to the subfield that contains the text you want.
2. Press one of these combinations of keys to highlight the specified amount of text:
   - **SHIFT+** arrow keys highlight text one character at a time.
   - **SHIFT+END** keys highlight all text in a subfield if the cursor is positioned at the beginning of the subfield.
   - **SHIFT+HOME** keys highlight all text in a subfield if the cursor is positioned at the end of the subfield.

Adding a Field to a MARC Record

You can add tags and subfields to MARC records when you want to add information to that record. This section explains how to:

- Add a tag to a record.
- Add a subfield to a tag.

Adding a Tag to a Record

You use the same procedure to add authority-controlled tags and nonauthority-controlled tags to a record.

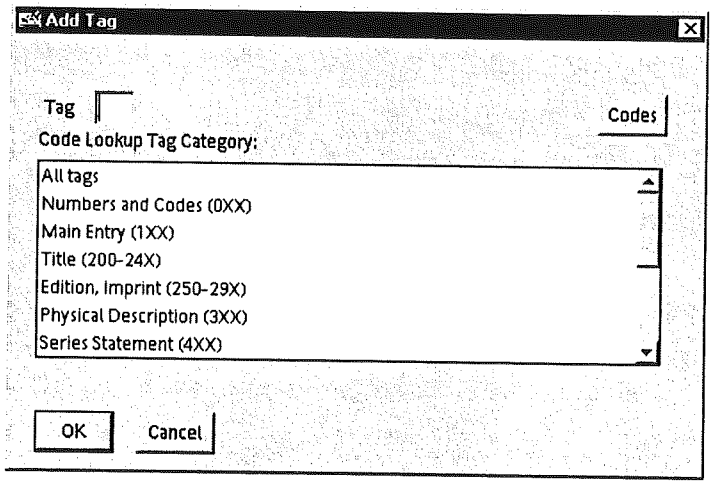
To add a tag to a record

1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Choose **Edit, Add Tag.**

Cataloging opens the Add Tag dialog box:



3 Do one of these options:

- If you know the tag number you want to add, enter that number in the **Tag** field.
- If you do not know which tag number you should add, do these steps:

  1 Double-click on a category for the type of tag you want to add.

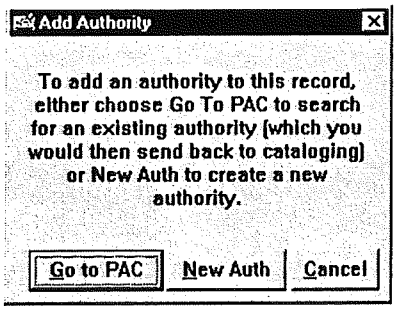
  Cataloging displays the tag numbers and descriptions for that category.

  2 Double-click on the tag you want to add.

  Cataloging returns to the Add Tag window with the tag number you chose in the **Tag** field.

4 Click **OK**.

If you entered an authority-controlled tag number, Cataloging opens the Add Authority dialog box:


Add Authority
To add an authority to this record, either choose Go To PAC to search for an existing authority (which you would then send back to cataloging) or New Auth to create a new authority.
Go to PAC
New Auth
Cancel

NOTE

If you did not enter an authority-controlled tag number, Cataloging does not display the Add Authority window. Go to step 6.

5 If Cataloging opens the Add Authority dialog box, do these steps:

1 Click **Go to PAC** to search for an existing authority record.

(For instructions, see the "Searching" chapter of the *Horizon Staff PAC Users' Guide*.)

NOTE

If you have not previously opened PAC, Horizon does not switch to the PAC workspace. Instead, Horizon displays a message telling you to start PAC and try again.

2 Do one of these options:

- If the authority record exists, attach it to the bib record. (For instructions, see "Adding an Authority-Controlled Tag to a Bib Record" on page 3-10.)
- If the authority record does not exist, return to Cataloging and repeat steps 2 through 4. Then click **New Auth** to add a new authority to the database.

IMPORTANT

Make sure you enter accurate information when you create a new authority. The new authority is available to link to any bib record in your database that needs an authority.

6 Enter the necessary data in the newly created field.

(If you do not know what data belongs in the field, see a cataloging librarian.)

7 When you finish editing the record, click **Save**.

8 Click **Close**.

Adding a Subfield to a Tag

You can add subfields to tags in bib records and authority records.

To add a subfield to a tag

1 Open a MARC record you want to edit.

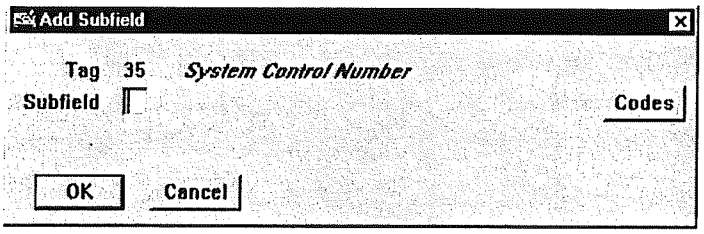
(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Choose the subfield before the subfield you want to add.

> **NOTE**
>
> If the subfield you want to add precedes the first subfield in a tag, position the mouse pointer so a subfield pointer appears immediately before the first subfield, then click once to open the Add Subfield window.

3 Choose **Edit, Add Subfield**.

Cataloging opens the Add Subfield dialog box:



4 In the **Subfield** field, enter the code (letter or number) of the subfield you want to add. Click **Codes** for a list of valid options.

5 Click **OK**.

Cataloging closes the Add Subfield window and inserts the subfield in the record.

6 Enter text in the new subfield.

7 When you finish editing the record, click **Save**.

8 Click **Close**.

> **NOTE**
>
> Changes to subfields in authority records do not appear in the corresponding bib record until you save, close, and reopen the bib record.

Editing a Field in a MARC Record

You can edit text in most MARC fields in the same way you would in a word processing program. You can also copy, cut, and paste MARC fields. You can revert back to the previously saved record at any time while you are editing by closing the record without saving it. However, once you save a record, the changes you make become part of it. You need to re-edit the record to reverse changes if you have saved them.

Horizon lets you have authority-controlled bib tags with different sets of controlled subfields. (For example, the bib tag 100 subfield v can be set as *not* controlled, while the bib tag 600 subfield v can be set as controlled.) Horizon also lets you control whether end-punctuation is considered or ignored when authority records are matched. Your system administrator needs to set up these options. (For more information, see the "Setup" chapter of the *Horizon System Administrator Guide.*)

> **NOTE**
>
> Make sure your PAC is compatible with these features before you set them up. (For more information, contact Horizon Customer Support.)

This section explains how to edit:

- Text in nonauthority-controlled tags.
- Text in authority-controlled tags.
- Fixed field tags.
- Indicators.

Editing Text in a Nonauthority-Controlled Tag

You can edit text in a nonauthority-controlled tag at any time.

To edit text in a nonauthority-controlled tag

1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Click on the text in the subfield you want to edit.

Cataloging highlights the subfield and displays the insertion cursor.

3 Edit the text as needed.

4 When you finish editing the record, click **Save**.

5 Click **Close**.

Editing Text in an Authority-Controlled Tag

When you edit an authority-controlled tag, it affects every bib record in your database that is attached to the authority-controlled tag you edit. Make sure your information is accurate before you edit an authority-controlled tag.

To edit text in an authority-controlled tag

1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Do one of these options:

Double-click on an authority-controlled tag. Cataloging opens the authority record.	1 Click on an authority-controlled tag. 2 Choose **Edit, Unlink Auth from Bib**. Cataloging returns to the bib record with the cursor in the first subfield of the authority.

3 Enter the changes you want to make in the appropriate fields.

4 If you opened an authority record, do these steps:

1 Click **Save**.
2 Click **Close**.

5 When you finish editing the record, click **Save**.

Cataloging saves the record and relinks to the edited authority record.

6 Click **Close**.

NOTE

Changes to subfields in authority records do not appear in the corresponding bib record until you save, close, and reopen the bib record.

Editing a Fixed Field Tag

Fixed fields in a MARC record include the leader and the 0XX tagged fields. They are divided into positions, which contain information in abbreviated form about the record. This information can only fill the predefined length of the field. Some positions accept not only a certain length of information, but a specific set of values or codes defined by MARC standards.

Fixed fields are also called "controlled text." You cannot edit fixed field tags in the same way you edit other tags, but you can edit some of them. Make sure you understand the MARC standards before you make any changes in fixed fields. (For more information, see Library of Congress publications about MARC, or visit the Library of Congress web site at "http://lcweb.loc.gov/marc/".)

To edit a fixed field tag

1. Open a MARC record you want to edit.

   (For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2. Double-click the fixed field tag number you want to edit.

   If the fixed field is editable, Cataloging opens the Edit Fixed Field Data Elements window.

3. Enter the changes you want to make in the appropriate entry boxes. (Click **Codes** for a list of valid options.)

4. Click **OK**.

   Cataloging closes the Edit Fixed Field Data Elements window and returns to the record. The fixed field data you entered is positioned correctly in the fixed field tag.

5. When you finish editing the record, click **Save**.

6. Click **Close**.

Editing an Indicator

When an indicator value is no longer correct, you can edit the indicator by highlighting it, then entering the correct value.

To edit an indicator

1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Choose the indicator you want to edit.

(For instructions, see "Choosing a Tag, Subfield, or Indicator" on page 2-8.)

Cataloging displays a flashing box around the indicator you are editing.

3 Do one of these options:

If the indicator requires a predefined value	If the indicator you chose does not require a predefined value
The Indicator Codes button at the bottom of the record is enabled. 1 Click **Indicator Codes** at the bottom of the record. Cataloging displays a list of valid indicator codes. 2 Double-click the indicator code you want to insert. Cataloging returns to the bib record and inserts the indicator code you chose.	Cataloging displays the flashing box, but the Indicator Codes button is disabled. Enter the indicator value in the text box.

> **NOTE**
>
> If the indicator you choose does not allow an entry, Cataloging displays the flashing box, but Cataloging does not accept data in the field.

4 When you finish editing the bib record, click **Save**.

5 Click **Close**.

Cutting, Copying, and Pasting Data

You can cut, copy, and paste data from one part of a record to another, or from one record to another. You can cut, copy, and paste whole tags, or subfields within tags. However, you cannot cut or copy more than one piece of data at a time. When you cut or copy information from a record, Horizon stores the information in a "clipboard," a temporary holding place for data.

If you choose this	Horizon does this
Cut	Removes the highlighted text from the record and places it on the clipboard
Copy	Places a copy of the highlighted text on the clipboard
Paste	Inserts the contents of the clipboard at the cursor position in the record

If you cut or copy another set of data before pasting the initial data you cut or copied, the initial data will be erased from the clipboard. If you cut the initial data from the first position, it will be lost and you must recreate it. If you copied it, you may go back and copy it again.

To cut, copy, and paste data

1. Open a MARC record you want to edit.

   (For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)
2. Highlight the field or the text.
3. Do one of these options:
   - Choose **Edit, Copy**.
   - Choose **Edit, Cut**.
4. Click the insertion pointer at the place in the record where you want to paste previously copied or cut data.
5. Choose **Edit, Paste**.
6. When you finish editing the record, click **Save**.
7. Click **Close**.

Using Unicode Capability

Unicode lets you store and display multilingual text on your computer. Horizon can store and display MARC records in Unicode. However, your workstation must be able to handle Unicode. (For more information, see "Unicode Capability" in the "Getting Started" chapter of the *Horizon System Administrator Guide.*)

IMPORTANT

You must be running Windows NT or Windows 2000 to use Unicode. You must also specify a Unicode font when you set up Horizon.

This section includes information on these topics:

- Saving files in Unicode.
- Displaying files in Unicode.
- Entering data in Unicode.

Saving a File in Unicode

In areas of Cataloging where you have the option to save a file, you may also have the option to save the file in Unicode. When you save a file in Unicode, any file you save as a new file or any file you save over another existing file, thereby replacing it, is saved as a Unicode file.

If you do not save the file in Unicode, the file is saved in the code page character set that matches the character set of your database. (For example, if your computer is using the Russian code page 866, the file is saved in Russian.) (For more information on code pages, see your Windows user guide or Windows online help.)

If you highlight an existing file and choose to append the open file to the existing file, the appended file matches the saved format of the existing file.

You can save files in Unicode in several areas of Horizon, including Circulation, when you save bib records to a file.

IMPORTANT

If the system to which you are sending a file (such as an e-mail program, a BISAC or EDIFACT electronic order, or another utility) cannot display Unicode, you should not save your file in Unicode. Characters that cannot export in Unicode format may be displayed as an asterisk (*).

To save a file in Unicode

1 In Horizon, display the information you want to save as a file.

(For example, use PAC to find a bib record that displays foreign characters.)

2 Choose **File, Save to File**.

Horizon opens the Save to a File window.

3 Mark the **Save as Unicode** box.

4 Do one of these options:

To save a new file in Unicode	To replace an existing file, or append new information to an existing file
1 Enter the file name in the **File name** field. 2 Click **Save**. The file is saved in Unicode format.	1 Click an existing filename. Cataloging displays the file name in the File name field. 2 Click **Save**. A window opens asking if you want to Overwrite, Append, or Cancel the save. 3 Do one of these options: • Click **Overwrite**. Windows saves the new information in Unicode format, and deletes the original file. • Click **Append**. Windows attaches the new information to the end of the original file in the same format as the original file.

Displaying Data in Unicode

Horizon uses Unicode to translate the characters in a MARC record and display them properly. However, the number of characters available for display is dependent on the font used on your workstation. One Unicode font is available in Windows NT. Horizon includes an additional Unicode font.

Characters that cannot display in Unicode may appear as asterisks (*). Horizon saves the code for any of these characters with the file so that when a Unicode capable font is used, whether on the Horizon workstation or on another computer to which you have exported the file, the character will display correctly.

Entering Data in Unicode

Data entry is dependent on which code page is identified on your workstation. This means that you can enter French characters from a French code page, or Russian from a Russian code page, but you cannot enter French characters from a Russian code page, and vice versa. (A code page tells your computer which set of language characters to use as display characters. For more information, see your Windows user guide or Windows online Help.)

In Cataloging, you have the option to enter Unicode characters instead of code page characters so the language characters will display correctly. There are several ways to do this:

- Use the Horizon non-keyboard character list.

  This is a list of commonly used non-keyboard characters, comprised mostly of diacritics. If you see the non-keyboard character you need on this list, choose it and it will display correctly in your record.

  (For more information, see "Entering a Non-keyboard Character Using the Non-keyboard Character List" on page 2-26.)

- Use the Horizon ALA hex set list.

  This list contains codes for non-keyboard characters you enter between two identifying brackets.

  (For more information, see "Entering a Non-keyboard Character Using an ALA Hex Set" on page 2-28.)

NOTE

For more information on Unicode, including complete character set tables, see a document from the Library of Congress titled "MARC 21: Specifications for Record Structure, Character Sets, and Exchange Media" at this URL: http://lcweb.loc.gov/marc/specifications/

- Use a version of Windows NT/2000 written for the language you want to use.

  This lets you enter characters directly from the keyboard. (For example, when you type using an Arabic version of Windows NT/2000, the computer displays characters in Arabic.)
- Access a language keyboard from within Windows NT/2000.

  (For instructions, see your Windows user guide or Windows online help.)

  When you choose a specific language keyboard, you can access the characters of that language from your keyboard.

Entering a Non-keyboard Character

You can enter most characters in a MARC record with your keyboard. However, some characters do not appear on the keyboard. These are called "non-keyboard characters." Some non-keyboard characters include diacritical marks that show how to pronounce a letter, such as "é" or "ñ." Cataloging lets you enter non-keyboard characters, including diacritics, into MARC records.

This section describes how to enter non-keyboard characters by:

- Using the non-keyboard character list.
- Using an ALA hex set.

Entering a Non-keyboard Character Using the Non-keyboard Character List

The non-keyboard character list is a list of commonly used non-keyboard characters, comprised mostly of diacritics. If you see the non-keyboard character you need on this list, you can double-click it, and Cataloging displays it on your MARC record.

To enter a non-keyboard character using the non-keyboard character list

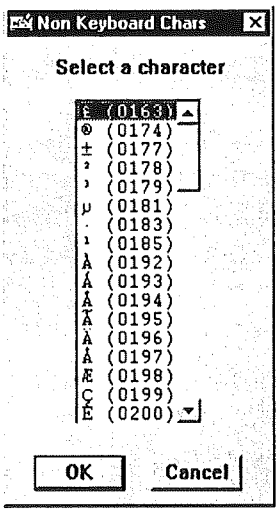
1. Open a MARC record you want to edit.

   (For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2. Place the cursor where you want to enter the non-keyboard character.

3. Choose **Edit, Non Keyboard Char.**

   Cataloging displays the Non-Keyboard Character list:



4. Highlight the non-keyboard character you want.

5. Click **OK.**

   Cataloging displays the character you chose on the MARC record.

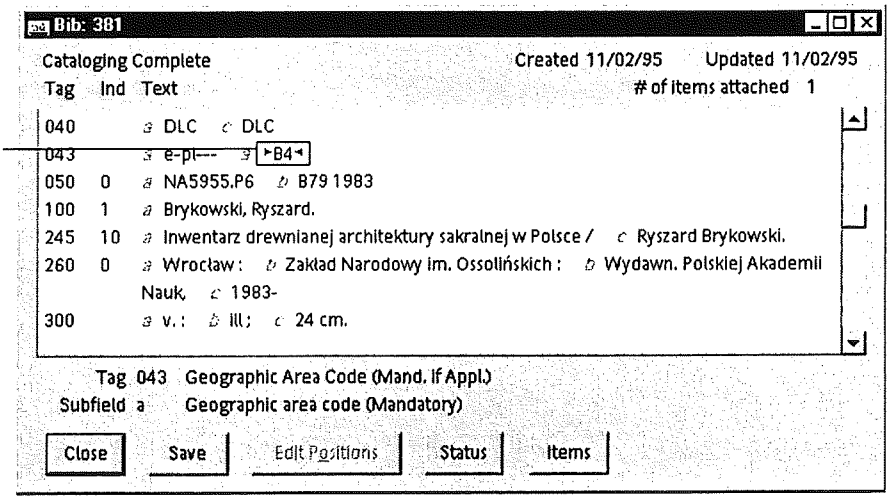
Entering a Non-keyboard Character Using an ALA Hex Set

If the non-keyboard character you want does not appear on the non-keyboard character list, you can enter it using an ALA hex set. A hex set is a code for a non-keyboard character that you enter between two ALA brackets. (For a list of hex sets, see Appendix A, "ALA Hex Sets.")

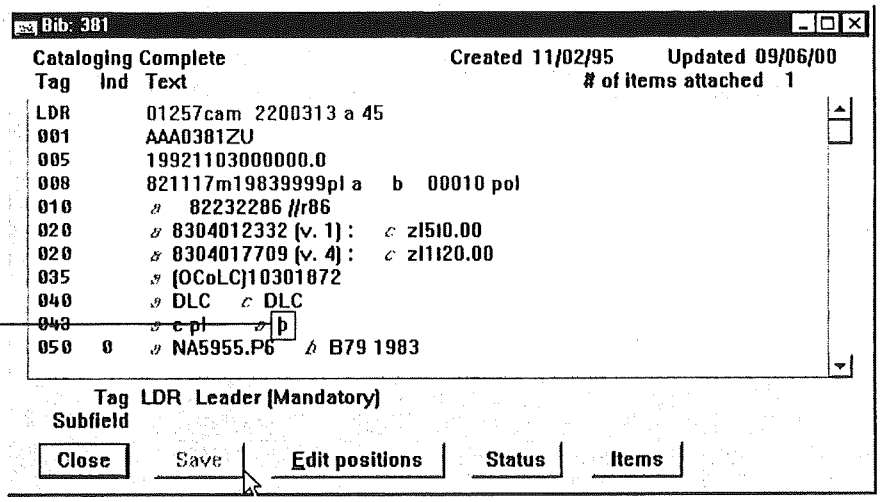
Although PAC displays the non-keyboard character as the MARC character closest in appearance to it, the hex set remains in the bib record. If you export the record to another utility, the hex set representing the actual character is readable.

For example, if you want to input the lowercase Icelandic thorn, enter the hex set for that character between two special brackets:

ALA Hex set code for the lowercase Icelandic thorn, between special brackets


Bib: 381
Cataloging Complete
Created 11/02/95
Updated 11/02/95
Tag Ind Text
# of items attached 1
040 ǂa DLC ǂc DLC
043 ǂa e-pl--- ǂ►B4◄
050 0 ǂa NA5955.P6 ǂb B79 1983
100 1 ǂa Brykowski, Ryszard.
245 10 ǂa Inwentarz drewnianej architektury sakralnej w Polsce / ǂc Ryszard Brykowski.
260 0 ǂa Wrocław : ǂb Zakład Narodowy im. Ossolińskich : ǂb Wydawn. Polskiej Akademii Nauk, ǂc 1983-
300 ǂa v. : ǂb ill ; ǂc 24 cm.
Tag 043 Geographic Area Code (Mand. if Appl.)
Subfield a Geographic area code (Mandatory)
Close
Save
Edit Positions
Status
Items

After you save the bib record, Horizon displays the character correctly. However, Horizon exports it in ALA hex code so other computers can interpret it.



The lowercase Icelandic thorn as interpreted and displayed by Horizon

To enter a non-keyboard character using an ALA hex set

1. Open a MARC record you want to edit.

   (For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2. Click the mouse where you want to enter the non-keyboard character.

3. Choose **Edit, Enter Special Character.**

   Cataloging displays the Special Character List window with Embedded ALA codes bracket marked.

4. Click **OK.**

   Cataloging inserts the ALA codes bracket in the record.

5. Enter the hex set value for the non-keyboard character between the brackets.

   (For a list of ALA hex sets, see Appendix A, "ALA Hex Sets.")

6. If you are adding a diacritic to a letter, enter the letter to the right of the brackets.

7 When you have finished editing the record, click **Save**.

Cataloging displays the correct character.

8 Click **Close**.

Deleting a MARC Field

You can use this task to delete text, subfields, and tags in a MARC record.

To delete a MARC field

1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Highlight the text, subfield, or tag you want to delete.

IMPORTANT

If text, a subfield, or a tag is not highlighted, Horizon asks if you want to delete the entire record. If you do not want to do this, click **Cancel**.

3 Press the **DELETE** key, or choose **Edit, Delete**.

Cataloging deletes the highlighted field from the record.

IMPORTANT

If you accidentally delete something you did not mean to delete, note the record number, then close the record without saving the changes. (Horizon asks if you want to save changes before closing. Click **No**.) Then reopen the record using the **Bib** or **Auth Lookup** command in the **File** menu. Horizon displays the record as it was before you made any changes.

Changing Display Colors on MARC Records

Cataloging can display fields and text on a MARC record in different colors. These colors apply only to your workstation and remain until you change them again. The commands on the Colors menu let you specify the color for these fields:

This command	Changes this color
Background	The background of the record
Text	All text not currently chosen
Subfield	All subfield codes not currently chosen
Edit Text	Text currently chosen that can be directly modified
Controlled Text	Text currently chosen that is authority controlled or a fixed field position
Selection	A tag and its text, or a subfield code and its text

To change display colors on MARC records

1. Open Cataloging, if it is not already open.

   To do this, go to the Menu Manager and double-click **Cataloging & Authority Control**.

2. Choose **Options, Color**.

3. Choose the field for which you want to change colors.

   (For example, if you want to change the color for authority-controlled fields, choose the Controlled Text command.)

   Cataloging opens the Color Palette.

4. Mark the button to the right of the color you want.

5 Click **OK**.

The text or background displays in the color you chose.

IMPORTANT

If you choose the same color for background and any text, that text may seem to disappear. You need to change the color of the background or the color of the text to a contrasting color.

Controlling Sort Order of MARC Records in PAC

By default, Horizon sorts records in PAC by non alphabetical characters first, followed by alphabetical characters from left to right.

Here are ways you can change the sort order of items:

- Use a nonfiling indicator in the second indicator position of the title field. (For instructions, see "Editing an Indicator" on page 2-19.)
- Enter nonsorting brackets around characters or words in a field that you want displayed, but not used in a sort. (For example, if you want an author whose last name is MacDonald to display as "MacDonald" but to sort with authors whose name is "McDonald," enter the "a" between these brackets.)
- Enter sorting brackets around characters or words in a field that you want sorted, but not displayed. (For example, if a title begins with the number "8," you can have it sort by but not display the word "eight." Enter "eight" between these brackets with the number "8" just following.)

To control sort order of MARC records in PAC

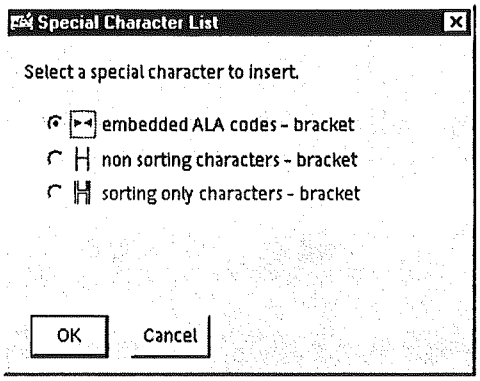
1 Open a MARC record you want to edit.

(For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2 Click where you want to insert the sort brackets.

3 Choose **Edit, Enter Special Char.**

Cataloging displays the Special Character List dialog box:



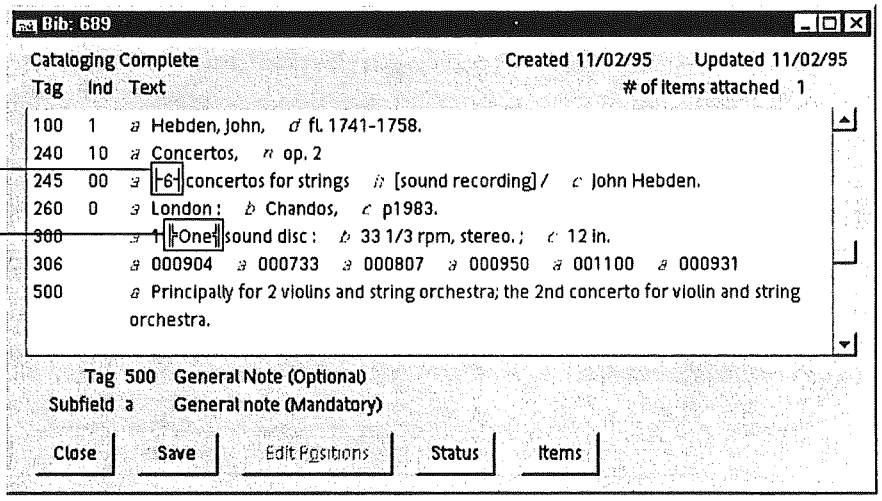
4 Do one of these options:

- If you want to display but not sort by certain characters or words, mark the **non sorting characters bracket** button.
- If you want to sort by but not display certain characters, mark the **sorting only characters bracket** button.

Cataloging displays the record with the brackets inserted.

5 Enter the characters between the brackets:

Nonsorting characters and sorting only characters display between special brackets.


Bib: 689
Cataloging Complete
Created 11/02/95 Updated 11/02/95
Tag Ind Text
# of items attached 1
100 1 a Hebden, John, d fl. 1741-1758.
240 10 a Concertos, n op. 2
245 00 a ¬6¬concertos for strings h [sound recording] / c John Hebden.
260 0 a London : b Chandos, c p1983.
300 a 1 ¬One¬sound disc : b 33 1/3 rpm, stereo. ; c 12 in.
306 a 000904 a 000733 a 000807 a 000950 a 001100 a 000931
500 a Principally for 2 violins and string orchestra; the 2nd concerto for violin and string orchestra.
Tag 500 General Note (Optional)
Subfield a General note (Mandatory)
Close
Save
Edit Positions
Status
Items

Horizon displays the characters and sorts them in PAC as you specified.

Printing a MARC Record

You can print a MARC bib or authority record.

> **NOTE**
>
> You can print batches of bib or authority records using the same steps you would use to export batches of records. (For more information, see "Choosing and Exporting Batches of Records Using an SQL Statement" on page 8-29 or "Choosing and Exporting Batches of Authority Records Using Horizon Criteria" on page 8-33.)

To print a MARC record

1. Open a MARC bib or authority record.

   (For instructions, see "Finding and Opening a Bib Record" on page 3-7 or "Finding and Opening an Authority Record" on page 4-5.)

2. Choose **File, Print**.

   Cataloging opens a Printer Setup window that lets you specify printing options.

3. Click **OK**.

   Once you have set up your printer and font, Cataloging prints the record.

   (For instructions, see your system administrator or your Windows user's guide.)

Horizon Sunrise
Circulation
User's Guide

epixtech

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This document is compatible with Horizon Sunrise Version 6.0. It may also be compatible with later versions.

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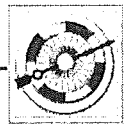

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Chapter 1

Getting Started

This chapter provides you with the basic information you need to begin using Circulation. It gives you an overview of this guide, tells you where you can get additional help, and explains Windows and Horizon basics. It also gives you an overview of Circulation.

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Welcome

Welcome to Horizon Sunrise Circulation. Circulation helps you track borrower records and the circulation of library items. In addition, Circulation lets you create and edit borrower records, process borrower requests and holds, generate notices to inform borrowers of circulation matters, and compile and print circulation statistics.

About This Manual

The *Horizon Circulation User's Guide* is for all users of the Circulation module, including system administrators. It explains how to set up and use the module to perform circulation tasks. (For example, it explains checkout and checkin procedures, circulation blocks, borrower records, requests and notices.) It also explains Circulation reports and parameters.

This section explains this information about this manual:

- Chapters.
- Online versions and web updates.
- Feedback.
- Disclaimer.
- Conventions.

Chapters

This guide contains these chapters and major sections:

- Chapter 1, "Getting Started," explains the basic information you need to begin using Circulation. It gives you an overview of this guide, tells you where you can get additional help, and explains Horizon basics.
- Chapter 2, "Checkout and Checkin," explains basic checkout and checkin procedures and includes information on renewing checked out items, changing the checkin date of an item, printing circulation receipts and workslips, and other related tasks.

- Chapter 3, "Blocks," explains information about blocks. It gives you a list of system-generated blocks and explains how to view a borrower's blocks, place blocks, delete blocks, and perform other related tasks.
- Chapter 4, "Borrower Records," explains how to add, edit, and delete borrower records and perform related tasks.
- Chapter 5, "Fast-Add Records," explains how to fast-add borrower records and fast-add item and bib records. It also explains how to check in fast-add items.
- Chapter 6, "Requests, Holds, and Reports," explains how to place and fill requests, print related notices and reminders, and perform other related tasks.
- Chapter 7, "Viewing and Sending Notices," explains the types of notices you can have and how to generate them. It also explains how to print invoices and notices.
- Appendix A, "Circulation Privileges and Parameters," explains how your library can set up parameters for loan and request rules, item statuses, requests, holds, and blocks, and other related tasks.
- Index to the guide.

Online Versions and Web Updates

In addition to the printed copy, this guide is also available online as a PDF (Portable Document Format) file. You can install the PDF files from the Horizon installation CD. To view the PDF files, you must install Adobe's Acrobat Reader on your workstation. (This software is provided by Adobe free of charge.) You can install a version of Acrobat Reader from the Horizon installation CD, or you can download the latest version from the Web at "www.adobe.com".

You can also access the PDF version of this guide at *epixtech*'s web page at "www.epixtech.com/support/hsc/docu/index.htm". Updates to this guide will be posted to the Web between releases, as necessary. These updates will provide corrections to unclear, incorrect, or incomplete information. They will also provide documentation for enhancements that were not complete at the time the guide went to print. Go to *epixtech*'s web site for the most up-to-date information.

Accessing the Horizon Documentation site on the Web requires a login and password. If you do not already have a login and password, call Horizon Customer Support at 1-800-683-9649 to receive one.

Feedback

The Documentation Team at *epixtech* wants to provide you with the most complete and useful documentation possible. If you have any questions or comments about this guide, please let us know. We appreciate your feedback and we will use it to improve future versions of the guide. You can send your questions or comments via e-mail to "hdocs@epixtech.com".

Disclaimer

The windows in this guide reflect the "vanilla" settings that are delivered with most new installations of Horizon. Be aware that the fields, windows, and other window elements that are referred to and shown in this guide may be different on your system. Your library and *epixtech* Customer Support can customize some Horizon views to meet the needs of your library. (For example, your library may want to add fields or columns to a window, change the name of a field or window, or change the default setting for a field.) In addition, the Horizon interface lets you resize windows. Thus, fields and options may not be located on the same page of the window that this guide indicates.

Conventions

This section explains the documentation conventions used in this guide.

Mouse Conventions

- **Click.** To place the mouse pointer on an icon, command, or button and quickly press and release the primary (usually the left) button once.

- **Double-click.** To place the mouse pointer on an icon, command, or button and quickly press and release the primary mouse button twice.
- **Right-click.** To place the mouse pointer on an icon, command, or button and quickly press and release the secondary button on a multi-button mouse. (The right button is the secondary button—unless you have configured it differently.)
- **Drag.** To press and hold the primary mouse button while moving the mouse.
- **Choose.** To select an option from a menu, group of options, or list.

Keyboard Conventions

- Keys on the keyboard are shown in uppercase, bold characters (for example, "the **TAB** key"). The keys on your keyboard may not be labelled exactly as they are in this guide.
- When you are instructed to press two or more keys at the same time, the keys are connected by a plus sign. (For example, **ALT+H** means to hold down **ALT** and press **H**.)
- Using shortcut keys, you can quickly access many functions. A shortcut key is the underlined letter in an option (for example, "Create").

  To use a shortcut key to open a menu, press **ALT** then press the shortcut key. Once the menu is open, press the shortcut key from the menu option. (For example, press **ALT+F** to open the File menu. While the File menu is open, press **P** to print.)

  To use a shortcut key to press a button, hold down **ALT** then press the shortcut key. If a button does not have a shortcut key, press **TAB** or an arrow key repeatedly until the button is highlighted, then press **ENTER**.

  To use a shortcut key to do Windows functions, (such as cut, copy, paste, print, and save) hold down **CTRL** then press the shortcut key. (For example, press **CTRL+S** to save a file.)
- Text or numbers that you are instructed to enter using the keyboard are enclosed in quotation marks (for example, enter "main" in the **Location** field).

General Conventions

- This guide refers to the Horizon Sunrise software as "Horizon" (for example, "Horizon saves your changes.") or a specific module name (for example, "Circulation displays the Block Details window.").
- In step-by-step instructions, the names of menus, buttons, fields, and other options appear in bold typeface (for example, "the **OK** button" or "the **Borrower** field").
- When you are instructed to choose an option from a menu, the menu and menu options are separated by commas. (For example, "choose **File, Save**" means to choose the File menu, then choose the Save option from the menu.)
- Italic text is general information that you must replace with information that is specific to your system. (For example, the general information *sserver/ppassword/uusername/ddatabase* is replaced with something similar to this: /sserv5.5/pic3c@tz/usallyj/dcataloging.)
- The sample windows in this guide are examples only. The windows displayed by your system will differ, depending on the records in your database, the configuration of your views, and if you resize your windows.
- Notes and warnings appear in boxes:

> **NOTE**
>
> This is an example of a Note box.

Getting Help

In addition to this guide, there are several other sources you can use to get answers to your questions.

- **Online Help.** To access online help, choose an option on the Help menu. To display help for a field, move the cursor to the field and press **F1**. (For more information about the Help menu, see "Using Help Menu Options" on page 1-19.)

- **Customer Support (1-800-683-9649).** Customer Support Representatives are available via telephone from 7:00 a.m. until 7:00 p.m. (U.S. Mountain time) Monday through Friday.
- **Customer Service Center on the Web.** Among other things, this site gives you access to documentation updates, technical topics, product updates, and Log Express. (Log Express is a database of customer issues and problems about *epixtech* products that have been logged with Customer Support and have resolutions, which you can search for and view.) To access this site, enter "http://www.epixtech.com" in the Address field of your web browser. Then click the links that take you to the Horizon Service Center. All the links into the Customer Service centers are password protected. To get access, call Customer Support at 1-800-683-9649.
- **Horizon User's Group.** The Horizon User's Group is an organization of Horizon users that is independent of *epixtech*. This group provides Horizon users a forum for discussion and support. This group maintains Horizon-L, which is an Internet listserv for customers of Horizon. For more information about the Horizon User's Group, visit their site on the Web at "http://medstat.med.utah.edu/hug".

Windows Basics

This guide assumes a basic knowledge of the Windows 2000 or Windows NT operating systems. At the minimum, you should know how to do these tasks:

- Start and quit programs, explore your disk, work with files and folders, and switch between open windows.
- Use a mouse or keyboard to do basic tasks, such as choosing menu options and buttons.
- Work with windows (selecting, moving, minimizing, restoring, maximizing, sizing, scrolling, closing, and so on).
- Work with dialog boxes.
- Customize Windows printer settings.

If you do not know how to do these tasks, refer to the Windows online help or your Microsoft Windows manual. To display Windows help, click the Start button, then click Help. To run the Windows online tutorial, double-click the help topic called "Tour: Ten minutes to using Windows" in the Help Contents. (This may not be available for all systems.)

Horizon Basics

This section explains the main Horizon modules, windows, and menus as well as basic Horizon tasks, such as logging in, changing operators, and customizing the display of a List window.

This section explains these topics:

- Horizon Modules
- Horizon Windows
- Horizon Menus
- Horizon Tasks

Horizon Modules

The Horizon system consists of different software applications called modules. Each module handles one set of library tasks. Horizon's multitasking functionality lets you open and operate multiple modules simultaneously. (For example, if you are in the Cataloging module and need to locate a specific bib record in your library catalog, you can open PAC, find the record, and send it back to Cataloging where you can edit it.)

Here is an overview of the main Horizon modules:

- **Cataloging.** Lets you set up and maintain a library catalog. Horizon catalogs both MARC and non-MARC records. This module is the center of the Horizon system because it maintains all records that are processed through the other modules.
- **Public Access Catalog (PAC).** Lets users search for items in the library catalog. Users can search for items by title, author, subject, and so forth. PAC also lets you search for records on

your database. (For example, you can search for an item that is currently checked out and request it for a borrower.)

- **Circulation.** Lets your library check items in and out, and track borrower profiles.
- **Acquisitions.** Helps you acquire items for your library. You can create, track, and process purchase orders and maintain accurate purchasing records. You can customize Acquisitions to fit your library's accounting system.
- **Serials.** Lets you manage periodical subscriptions (magazines, newspapers, and journals). You can process newly arrived periodicals, predict receiving dates for future issues, and generate claims to vendors for late issues. Serials also lets you route specific copies to different people and departments.

Your library may also use additional Horizon modules, such as Reserve Bookroom, Media Scheduling, or Homebound.

Horizon Windows

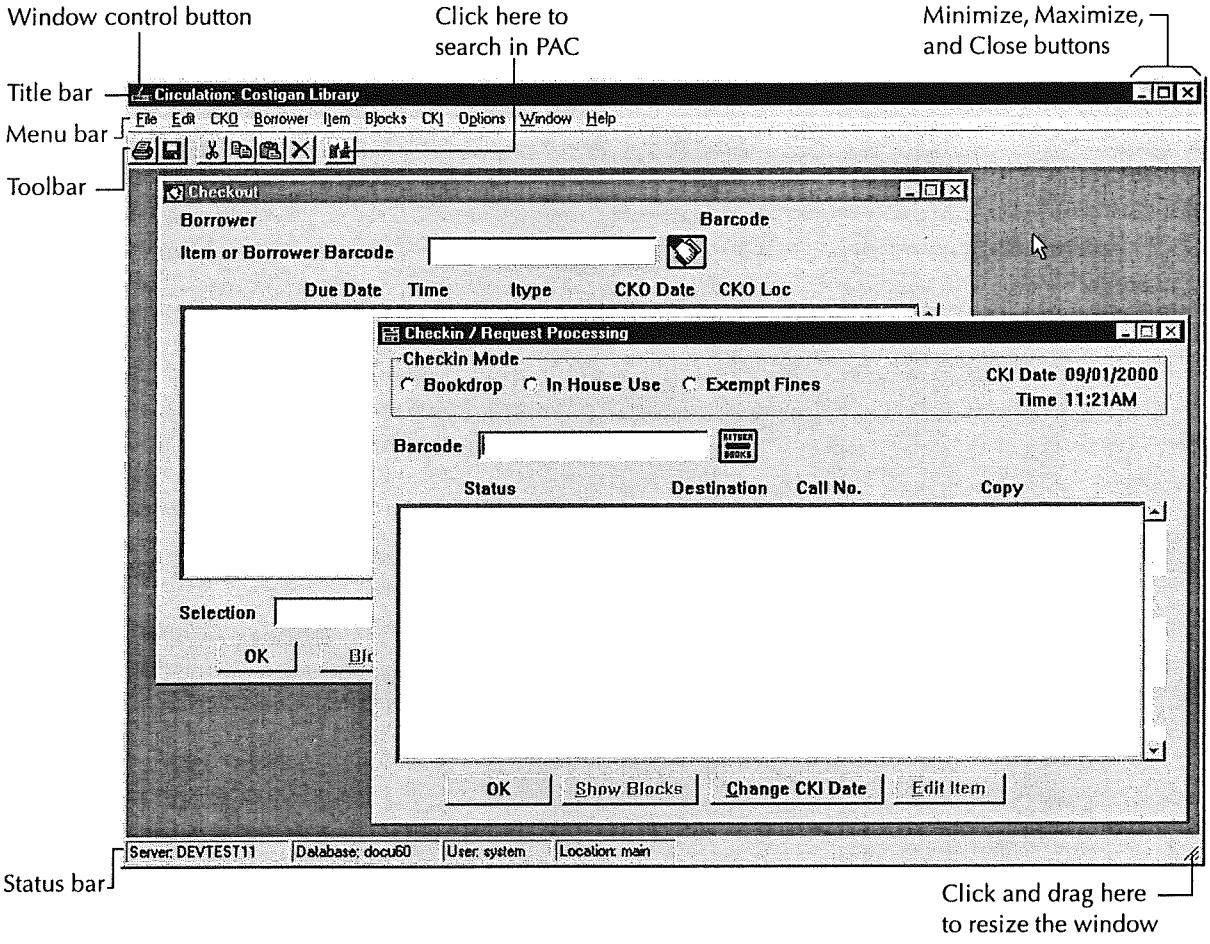
The basic windows that display in Horizon are similar for most modules. (For example, they all include a menu bar and toolbar.) Most modules also include Search, List, and Edit windows that let you access, view, and edit records on the Horizon system.

This section explains these topics:

- Window features
- Search windows
- List windows
- Edit windows

Window Features

This is an example of a Horizon module window, taken from Circulation:



Horizon windows share these features:

- **Window Control button.** Lets you change the size of a window. (You can also click the mouse over an edge or corner and drag the window until it is the size you want it.) You cannot make a window smaller than the default size, but you can minimize it.
- **Window buttons.** Let you minimize, maximize, or close a window.
- **Title bar.** Displays the name of the module or window.
- **Menu bar.** Displays the menus in the module. Clicking on a menu

opens a drop-down list of menu options. If you are doing a search, and the Main Search window is open, then the menu bar is disabled. (For more information, see "Horizon Menus" on page 1-18.)

- **Toolbar.** Includes standard Windows buttons that let you print or save information to a file. You can also use toolbar buttons to copy, cut, or paste text. In addition, the toolbar includes buttons unique to the module you are using.

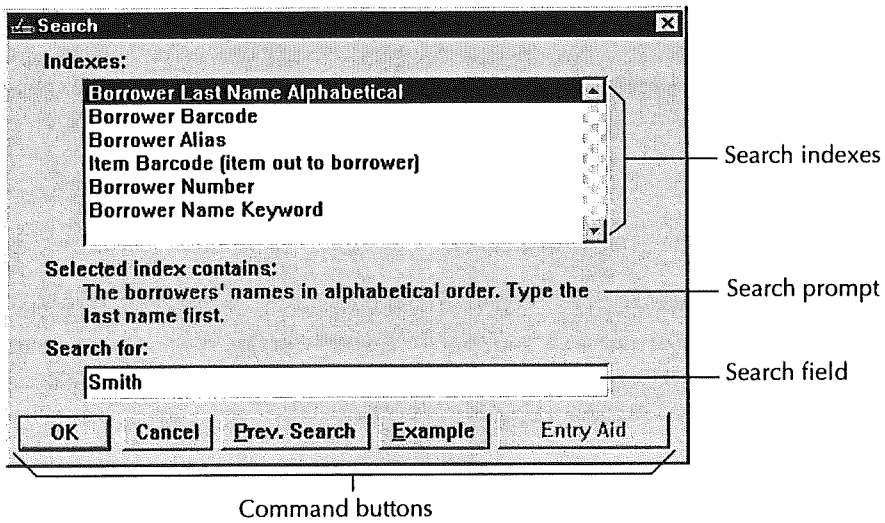
  The toolbar may also include this button:
  This button lets you quickly access PAC to do a search. (If PAC is not open, the system prompts you to open the module.)

  The toolbar displays by default, but you can hide it by choosing **Options, Show Toolbar.**

- **Status bar.** Displays the server, database, user name, and location that you are using. This bar displays by default, but you can hide it by choosing **Options, Show Statusbar.**

Search Windows

Horizon displays search windows that let you search for records on a database. This is an example of a search window from the Circulation module:

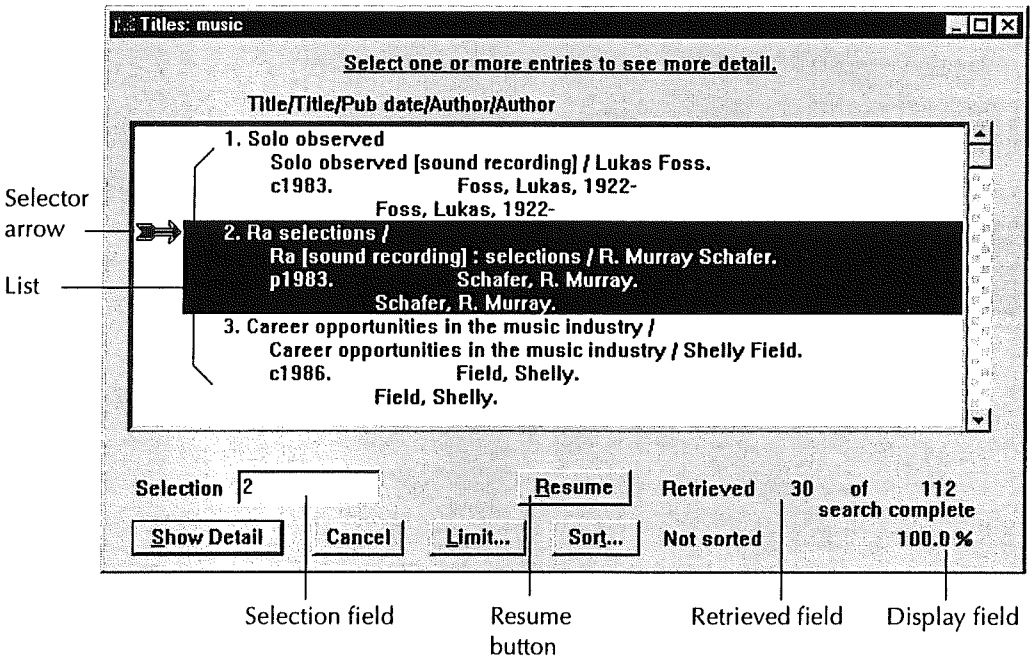


Search windows share these features:

- **Search Indexes.** Let you choose the index, or search option, you want to search on the database.
- **Search prompt.** Briefly explains what types of terms to enter that correspond to the search index you choose. The prompt may include examples of search terms.
- **Search field.** Lets you enter the text that you are searching for. (For example, in Circulation, you could enter the borrower name you are looking for.)
- **Command buttons.** Let you do an action (for example, move to another window, add a new entry, or show more information about an item). A disabled button is gray and does not respond when you click it.

List Windows

Horizon displays List windows to show the results of your search. You can choose items from the list to see more information about them. This is an example of a List window from the Staff PAC module:

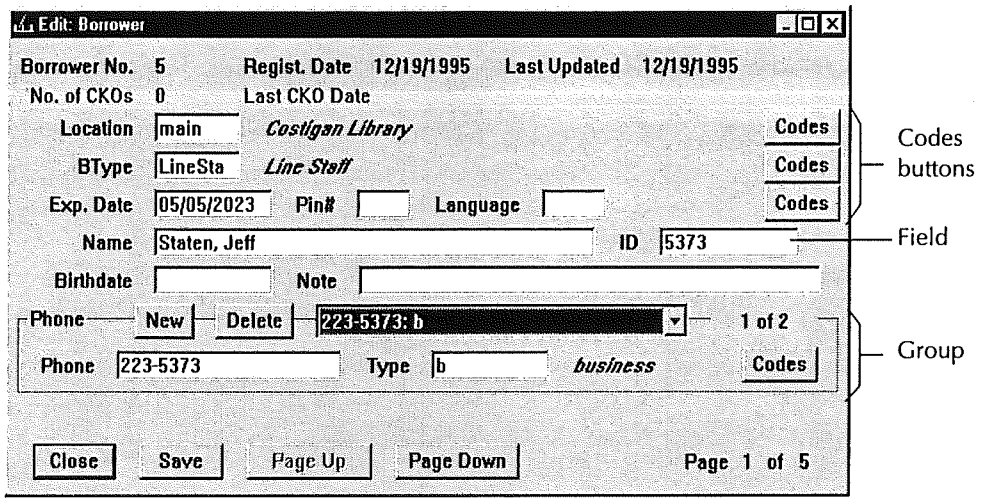


List windows share these features:

- **List.** Displays your search results.
- **Selector arrow.** Lets you choose items from the list that you want to view, edit, and so forth. You can use the mouse or arrow keys to move the arrow. (You can also choose an item by entering the item number in the **Selection** field.)
- **Retrieved field.** Displays the total number of records Horizon found from your search. If there are a large number of records, PAC displays the first 30 records. Click **Resume** to display additional records.
- **Display field.** Displays the status of your search (for example "search complete").
- **Display button.** Lets you change what columns display, the label and width of columns, and the order they display in. (For more information, see "Changing the Columns in a List Window" on page 1-31.)
- **Sort button.** Lets you change the order in which the columns display. (For more information, see "Sorting a List Window" on page 1-34.)

Edit Windows

Horizon displays Edit windows to let you update your database. You open an Edit window from a List window. Here is an example of an Edit Borrower window taken from the Circulation module:



Edit windows share these features:

- **Field.** Lets you enter and edit text. If the field accepts only predefined values (codes), Horizon automatically completes the field as you start to enter text with the value that most closely matches it. (For example, if you type "m" in the Location field, Horizon enters "main".)
- **Codes button.** Lets you display a list of options for those fields that accept only predefined values or codes. (You can also display a list of codes by placing your cursor in the field and pressing **F12**. For more information, see "Codes" on page 1-16.)
- **Group.** Lets you enter multiple values, or group entries, for the same field. (For example, you can enter a home, work, and mailing address in the Addresses group for the same borrower. (For example, you can enter a home, work, and mailing address in the Addresses group for the same borrower. For more information, see "Groups" on page 1-17.)
- **Check box.** Use this to turn an option on or off. Horizon displays an "X" in the box if an option is turned on.
- **Save button.** Lets you save your changes to an Edit window. Be sure

to save your changes before you close the window.

- **Close button.** Lets you close the Edit window. Be sure to save your changes before you close the window.

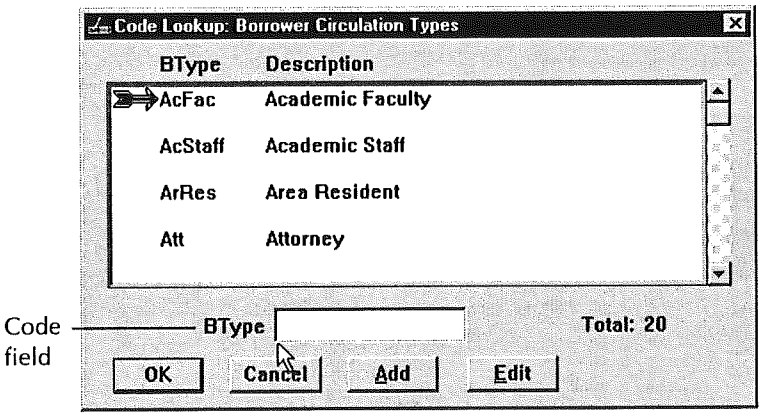
This section explains more detail on these Edit window features:

- Codes
- Groups

Codes

Certain fields in Edit windows accept only predefined values or codes. When you click the Codes button, Horizon displays a list of valid options in the Code Lookup window.

Here is an example of the Code Lookup window from the Edit Statement window in the Circulation module:



Code field. Displays the code you choose or lets you enter a code from the list. When you start to enter the code, Horizon automatically completes your selection.

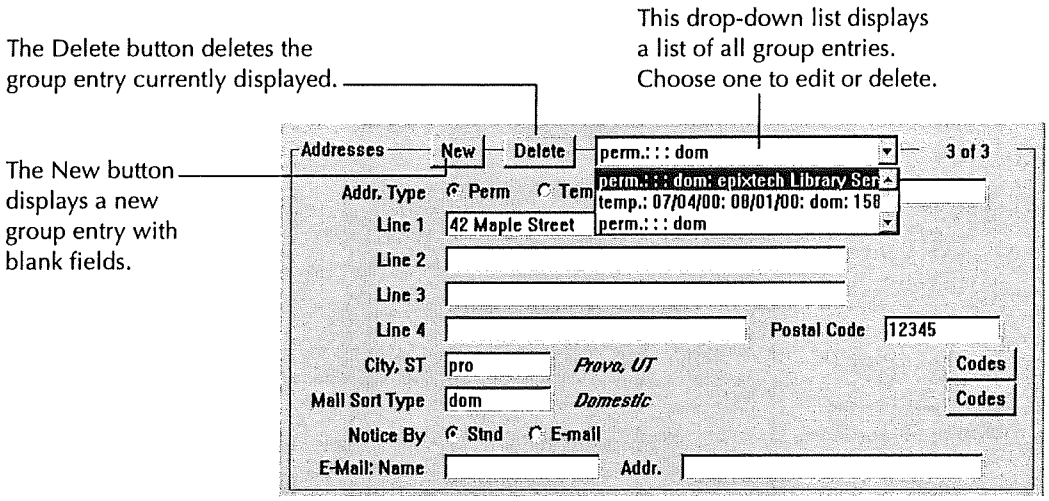
- **OK.** Inserts the code into the field on the Edit window and closes the Code Lookup window.
- **Cancel.** Closes the window without inserting a code in the Edit window.
- **Add.** Lets you add a new code, if you are authorized.
- **Edit.** Lets you edit the code you choose, if you are authorized.

Groups

A group lets you enter multiple values, or group entries, for the same field. For example, you can enter a home, work, and mailing address in the Addresses group for the same borrower, or you can enter both shipping and sales tax charges in the Extra Charges group for a statement. Groups let you work with subrecords in an Edit window without having to open a new window. In effect, this layers the information in one place, like a stack of papers where each sheet of paper has unique information.

A group appears as a collection of fields, buttons, and a drop-down list set apart from the rest of the Edit window by a box that surrounds them. The drop-down list summarizes each group entry. Horizon displays only one entry in the group at a time. Use the drop-down list to display other entries. You can delete group entries or create new ones.

Here is an example of the Addresses group from an Edit Borrower window in the Circulation module:



- **New.** Lets you enter a new group entry. When you choose this option, Horizon displays blank fields.

IMPORTANT

If you accidentally choose New but do not want to add a new entry, choose Delete to remove the group entry. If you do not delete it, Horizon prompts you when you save the record to fill in the new group entry's fields.

- **Delete.** Lets you delete a group entry. Be sure to highlight the group entry you want to delete before you choose this option.
- **Drop-down list.** Displays a summary of each group entry.
- **Field.** Lets you add or edit text.
- **Radio button.** Lets you turn an option on or off. You can mark only one radio button at a time. A marked button displays a black dot.

Horizon Menus

Menus let you do tasks and navigate through the module you are using. Some menus link you to other modules. Horizon menus are unique for each module, except the Help menu, and appear on the menu bar of a window.

Here is an example of a menu bar:

NOTE

If you are doing a search, and the Main Search window is open, then the menu bar is disabled. To close the Main Search window so you can access the menu bar, click Cancel.

You can access menu options using the mouse or the keyboard. You can also bypass the menu functionality to access options by using keystroke shortcuts.

This section explains these topics:

- Choosing menu options.
- Using help menu options.
- Using keystroke shortcuts.

Choosing Menu Options

You can choose menu options using the mouse or the keyboard:

To choose a menu option using the mouse	To choose a menu option using the keyboard
1 Click on a menu from the menu bar. Horizon displays a drop-down list of menu options. 2 Click on the menu option you want.	1 Press the **ALT** key to highlight the menu bar. 2 Press the underlined letter of the menu you want, or use the arrow keys to move through the menu bar, then press **ENTER**. Horizon displays a drop-down list of menu options. 3 Press the underlined letter for the menu option you want.

Using Help Menu Options

Use this table to understand Help menu options:

Help Menu Option	Description
Support on the Web	Connects you to the *epixtech* web site where you can view information about products and services. You can participate in support chat groups and view PDF versions of various manuals. You need a login and password to access this option. If you do not already have a login and password, call Horizon Support at 1-800-683-9649 to receive one.

Help Menu Option	Description
Contents and Index	Lets you view context-sensitive help for options in the module you are using. (For example, you can find help on how to view a booklist in PAC.) This type of help is included with the software you install. **NOTE** This type of help may not be available for all options or modules. Future versions will include updated online help.
View Circulation Manual	Opens Acrobat Reader to display a PDF version of the manual or manuals related to the Circulation module. You can search for specific text or use the contents to find what you need. **NOTE** This option is available only if you chose to install the online guides when you installed Horizon.
About	Displays information about the Horizon software you are using, including copyright, date, and version.

Using Keystroke Shortcuts

Instead of using the mouse or keyboard to choose menu options, you can use keystrokes to do certain options on an active window. (For example you can press **F2** to start a search rather than choosing **File, Search** from the menu bar.) Horizon lets you use several types of keystroke shortcuts:

- **ALT** key combinations.
- **CTRL** key combinations.
- Function keys (**F12**).
- Other keys, such as **ESC, TAB,** or **PAGE DOWN**.

Here is a list of basic keystroke shortcuts you can use in most Horizon modules:

To do this	Press this key combination
Display the help window.	**ALT+H**
Start a search.	**F2**
Exit the Horizon application.	**ALT+F4**
Close a window.	**ESC**
Move the cursor to the next field.	**TAB**
Move the cursor to a previous field.	**SHIFT+TAB**
Move to the next page.	**PAGE DOWN**
Move to the previous page.	**PAGE UP**
Display the Code Lookup window.	**F12**
Sort a list.	**F4**
Change operators.	**F3**

Here is a list of Windows shortcut keystrokes that may be available in some Horizon modules:

To do this	Press this key combination
Print a record.	**CTRL+P**
Copy a record.	**CTRL+C**
Save a record.	**CTRL+S**
Cut a record.	**CTRL+X**
Paste a record.	**CTRL+V**

Horizon Tasks

Several basic tasks are the same for all Horizon modules. You may do these tasks at different times and for different reasons, depending on the module you are using. This section explains how to do these tasks:

Task	See Page
Logging In to Horizon	1-22
Changing Your Horizon Password	1-24
Changing Operators or Logging Off	1-26
Using the Menu Manager	1-27
Switching between Modules	1-29
Changing a List Window Display	1-30
Choosing Items from a List	1-36
Printing	1-37
Saving Data to a File and Opening a File	1-37
Checking Date Settings	1-40
Changing Information for a Group of Items	1-41

Logging In to Horizon

When you log in to Horizon, you choose the server, database, and location you want to access. You also choose the modules you want to work in. Then you must enter a Horizon user name and password to access the library system. Your user ID is linked to a "passkey" that

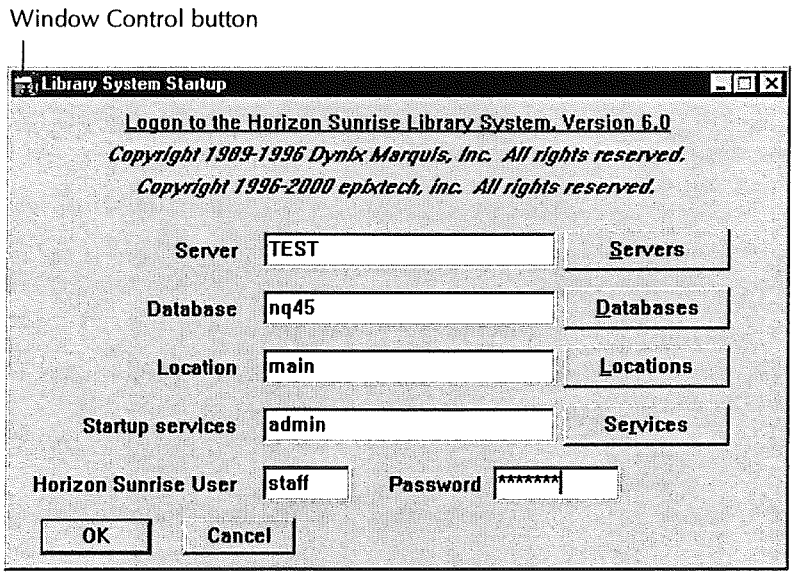
defines the views, menu options, and features you can access. This identification lets Horizon track users and secures your system from unauthorized use.

> **NOTE**
>
> The Horizon user name and password are case sensitive.

To log in to Horizon

1 Double-click the Horizon icon on the desktop:

Horizon displays the Library System Startup window:



By default, these fields contain the same settings that were entered for the workstation the last time a user logged in to Horizon, except the password.

2 If necessary, change the information in these fields; otherwise, skip to step 3. (Click the button to the right of the field to display the valid options for each field.):

- **Server.** Enter the name of the computer that contains your Horizon database and that runs the SQL server software.

(The server software allows client workstations to send and retrieve information from the database.)

- **Database.** Enter the name of your Horizon database. You may have more than one database. (For example, you may have a training database in addition to your regular database.)

  To change the user ID and password that the workstation uses to log in to the database, click the Window Control button in the upper-left corner of the title bar, then choose Db User Password.)

- **Location.** Enter the library location you want.
- **Startup Services.** Enter the startup service you want. If you enter a service, Horizon automatically opens the modules for that service when you log in. (For example, you might have a startup service for circulation staff that opens the Menu Manager, Circulation, and PAC. For instructions on defining startup services, see "Defining Startup Services" in the "Setup" chapter of the *Horizon System Administrator Guide*.)
- **Horizon Sunrise User.** Enter your user ID. (Your user ID determines the views, menu options, and features that you can access.)

3 Enter your password in the **Password** field.

(For instructions on changing this password, see "Changing Your Horizon Password" on page 1-24.)

4 Click **OK**.

Horizon opens the modules specified in the startup service.

(For instructions on opening additional modules, see "Using the Menu Manager" on page 1-27.)

Changing Your Horizon Password

If you have the necessary privileges, you can change your Horizon password. (This is the password you enter when logging in to Horizon or accessing certain Horizon functions.)

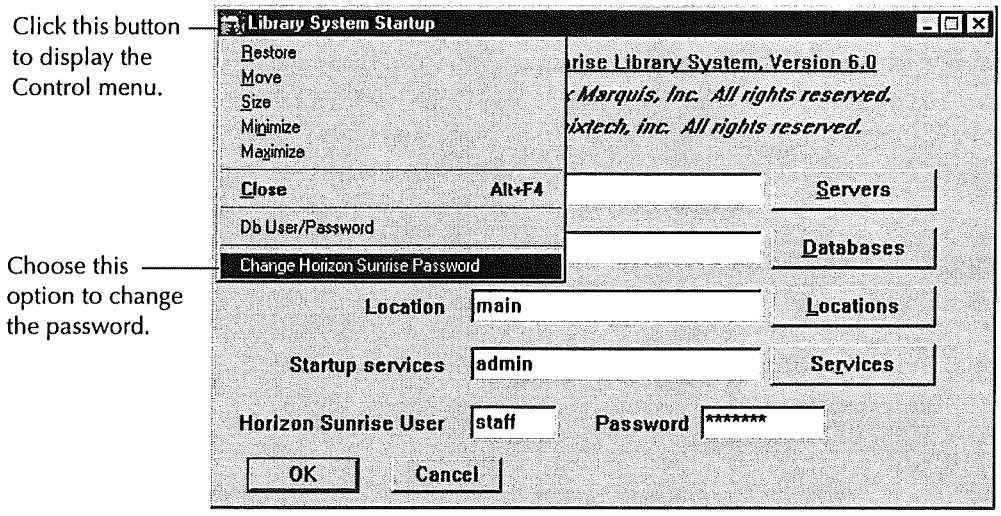
To change your Horizon password

1 Double-click the Horizon icon on the desktop:

Horizon displays the Library System Startup window.

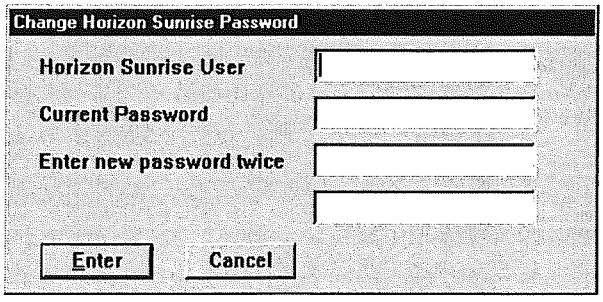
2 Click the **Window Control** button in the upper-left corner of the title bar.

Horizon displays the drop-down Control menu:



3 Choose **Change Horizon Sunrise Password** from the **Control** menu.

Horizon displays the Change Horizon Sunrise Password dialog box:



4 Enter your user name in the **Horizon Sunrise User** field.

5 Enter your current password in the **Current Password** field.

6 Enter the new password in each of the **Enter new password twice** fields.

7 Click **Enter** to save your changes and close the window.

You can now log in to Horizon using the new password.

> **NOTE**
>
> If Horizon displays a message telling you that you do not have privileges to change your password, you must contact your system administrator to change the password.

Changing Operators or Logging Off

When you are finished with your work, you should either change operators or log off to safeguard the workstation from unauthorized use. Changing the operator lets you change the views, menu options, and features that the next user can access without having to log off Horizon.

> ***WARNING***
>
> Never leave your workstation unattended without first changing operators or logging off; otherwise, you may give unauthorized users access to the system.

This section explains how to:

- Change operators.
- Log off Horizon.

To change operators

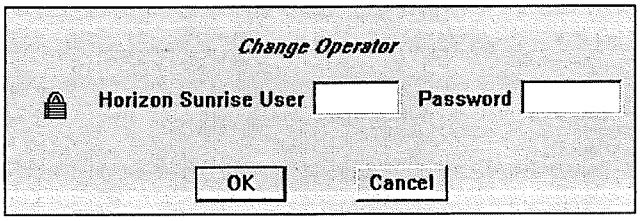
1 If necessary, save changes in any open Horizon windows.

2 Go to the Menu Manager.

To switch to the Menu Manger, click the button on the Windows taskbar that represents the Menu Manager. You can also use **ALT+TAB** to switch between open windows.

3 Click **Change Operator** or press **F3**.

Horizon displays the Change Operator dialog box:



4 Enter the new user ID in the **Horizon Sunrise User** field.

5 Enter the new password in the **Password** field.

To log off Horizon

1 If necessary, save changes in any open Horizon windows.

2 Close all open Horizon windows.

To close a window, click **Close** at the bottom of the window (if available), or click the Close button (⊠) in the upper-right corner of the window.

3 Close all open Horizon applications.

To close an application, choose **File, Exit**, or click the Close button (⊠) in the upper-right corner of the window.

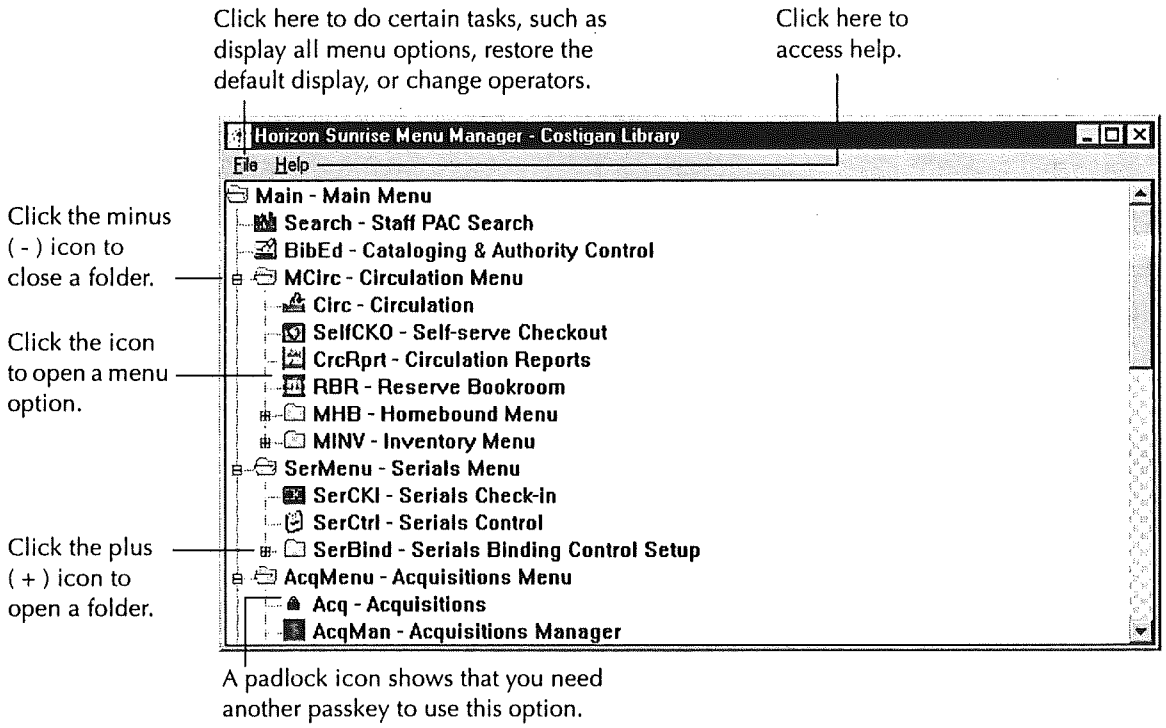
Using the Menu Manager

The Menu Manager displays a menu of Horizon modules and tables that store information on your database. The Menu Manager lets you access various Horizon modules and tables, depending on your passkey. The menu where you open modules and tables is called the Main Menu.

NOTE

If a lock icon appears to the left of an option, you cannot open the option without an authorized passkey.

Here is an example of the Menu Manager Main Menu:


Click here to do certain tasks, such as display all menu options, restore the default display, or change operators.
Click here to access help.
Horizon Sunrise Menu Manager - Costigan Library
File Help
Main - Main Menu
Search - Staff PAC Search
BibEd - Cataloging & Authority Control
MCirc - Circulation Menu
Circ - Circulation
SelfCKO - Self-serve Checkout
CrcRprt - Circulation Reports
RBR - Reserve Bookroom
MHB - Homebound Menu
MINV - Inventory Menu
SerMenu - Serials Menu
SerCKI - Serials Check-in
SerCtrl - Serials Control
SerBind - Serials Binding Control Setup
AcqMenu - Acquisitions Menu
Acq - Acquisitions
AcqMan - Acquisitions Manager
Click the minus (-) icon to close a folder.
Click the icon to open a menu option.
Click the plus (+) icon to open a folder.
A padlock icon shows that you need another passkey to use this option.

To use the Menu Manager

1. Log in to Horizon.

   (For instructions, see "Logging In to Horizon" on page 1-22.)

2. If the Menu Manager is not already displayed, click the Horizon Sunrise Menu Manager button on the Windows taskbar.

3. If necessary, open the folder that has the module or table you want to open.

   Horizon displays the modules and tables in the folder.

4. Do one of these options:

   - Double-click the option that you want to open.

     (For example, if you want to check in a serial item, double-click the SerCKI icon in the SerMenu folder.)

   - Press **F5** and enter the name of the option you want to open.

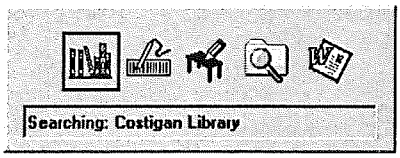
   Horizon opens the module or table.

Switching between Modules

In Windows, you can easily switch between open modules and applications by pressing **ALT+TAB**.

To switch between modules

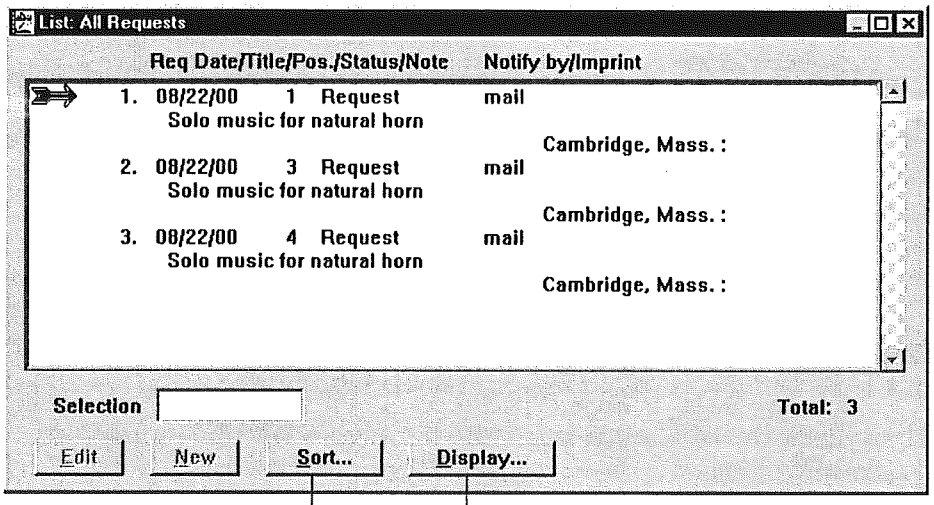
1. Press **ALT+TAB**, without releasing the **ALT** key to display open modules and applications:



2. While you continue to hold down the **ALT** key, repeatedly press **TAB** until the application you want is highlighted.
3. Release the **ALT** key to bring the highlighted application to the front.

Changing a List Window Display

Horizon displays a List window each time you do a search or display records from your database. Most List windows in Horizon contain Sort and Display buttons that let you change the display of the window.



Click **Sort** to sort a list by any of the columns displayed in the window.

Click **Display** to change the columns that display in this List window.

In combination with Horizon's searching, these buttons provide powerful tools to help you access, organize, and display information stored in your database.

The Display button lets you change the columns that display in the List window. You can change the order of the columns that currently display, or choose to display additional columns of information. The Sort button lets you sort the list by any displayed column.

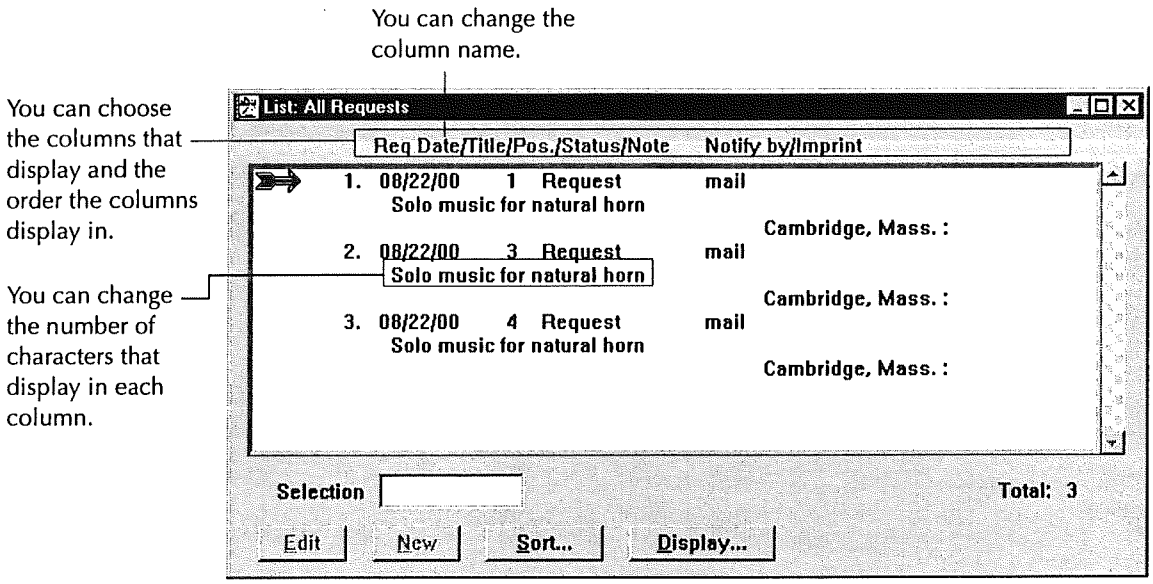
This section explains how to:

- Change the columns in a List window.
- Sort a list.

It also provides examples of how you might use the Display and Sort buttons to get the information you need.

Changing the Columns in a List Window

If you want to, you can temporarily change the columns that appear in a List window:


You can change the column name.
You can choose the columns that display and the order the columns display in.
You can change the number of characters that display in each column.
List: All Requests
Req Date/Title/Pos./Status/Note
Notify by/Imprint
1. 08/22/00 1 Request mail
Solo music for natural horn
Cambridge, Mass. :
2. 08/22/00 3 Request mail
Solo music for natural horn
Cambridge, Mass. :
3. 08/22/00 4 Request mail
Solo music for natural horn
Cambridge, Mass. :
Selection
Total: 3
Edit
New
Sort...
Display...

This lets you see the information that is the most useful to your current task. (For example, you can display the way the borrower should be notified when the requested item becomes available.)

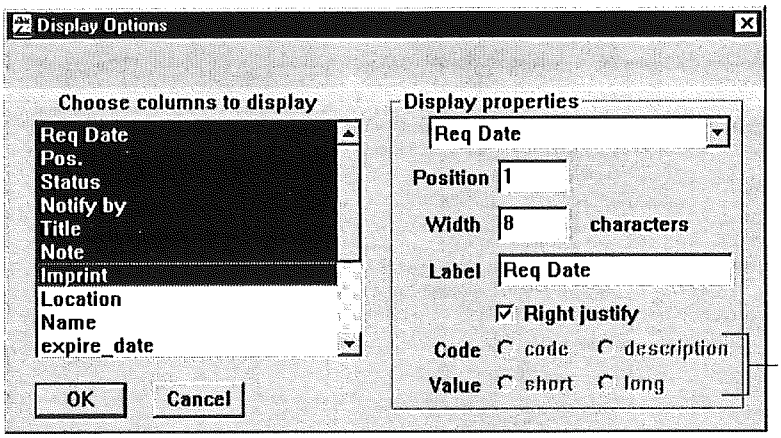
NOTE

Your changes to a List window remain until you exit the module. (To change the display more permanently, see the "Introduction to Horizon Views" chapter of the *Horizon System Administrator Guide*.)

To change the columns in a List window

1 Access the List window that contains the columns you want to change.

2 Click **Display** to display a window like this one:



3 The columns that currently appear in the List window are highlighted in the order they appear on the List window.

4 Highlight the columns you want to display.

To highlight or unhighlight a column, click the column name.

> **NOTE**
>
> If the List window is too small or if you have too many columns, the text will wrap to the next line, making the text difficult to read. Because you can resize windows to view more columns, you may want to adjust column widths to display more information on the List window without wrapping.

5 In the **Display properties** group, choose the column for which you want to change display properties, then complete these options to change the display:

- **Position.** Enter the position you want to assign to the column. (For example, enter "1" to display the column in the left-most position, "2" for the second position from the left, and so on.)

- **Width.** Enter the width you want to assign the column. (For example, enter "20" to let columns display up to 20 characters of text.)
- **Label.** Enter the name you want to assign the column.
- **Right Justify.** Mark this box to right-justify the text in the column.
- **Code.** If your column displays predefined or coded information, such as location, do one of these options:

  - Mark **code** to display the abbreviated name of the code.

    (For example, if you display a currency column, Horizon displays "usd" for United States dollars.)
  - Mark **description** to display a description of the code.

    (For example, if you display a currency column, Horizon displays "United States Dollar.")

- **Value.** Lets you display parameters or settings in your columns. (For example, you can display the spent event setting for a purchase order in Acquisitions.) If your column is a value, do one of these options:

  - Mark **short** to display a brief description of the value.
  - Mark **long** to display a complete description of the value.

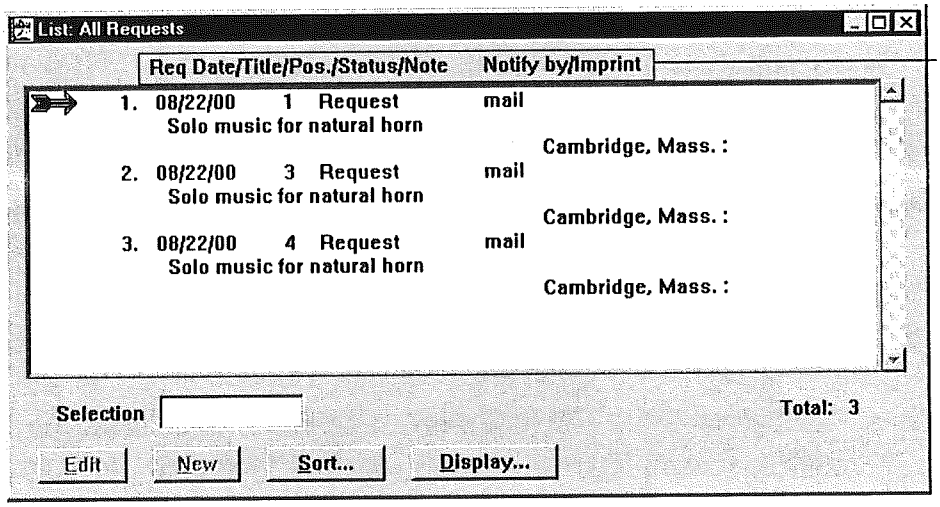
6 Repeat step 5 for each column you want to change.

7 Click **OK**.

The List window shows your changes.

Sorting a List Window

You can sort a list by any of the columns displayed in a List window.



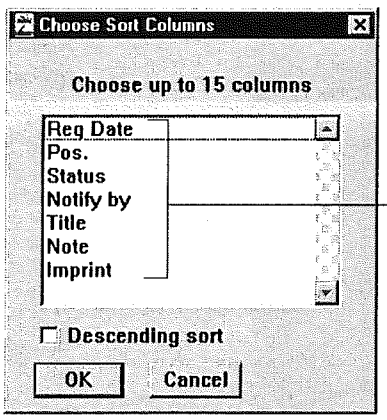
(For example, you can sort a list of item requests by their request date.)

> **NOTE**
>
> If the list does not display the fields you want to sort by, you can add them. (For instructions, see "Changing the Columns in a List Window" on page 1-31.)

To sort a List window

1 Choose **Sort** in the List window.

Horizon displays a dialog box showing the default sort order for the List window:



2 Click the first option you want to sort by.

(For example, if you want Horizon to display entries in order by the date they were requested, click Req Date.) Horizon moves the sort option you chose to the top of the list in the dialog box.

3 Click additional options to sort by, in the order in which you want the entries to be sorted.

(For example, if you clicked Pub Date as the first sort option, you can click Title as the second sort option to display titles published in the same year alphabetically by title. As you choose an option, Horizon moves the option toward the top of the list in the dialog box.

4 If you want, mark the **Descending sort** box to sort the list from last to first (for example, from Z to A or from the year 2000 to 1900).

5 Click **OK** to save your changes and return to the List window.

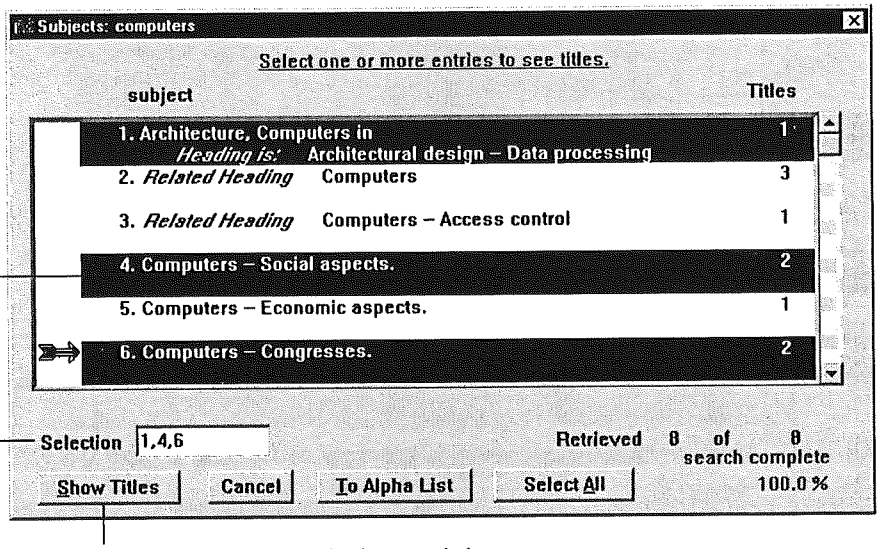
NOTE

The sort remains in effect only while you are in the List window. Once you close the window, the default sort fields return.

Choosing Items from a List

You can choose one or more items from a list. This lets you move one or more items from one window to another or from one module to another where you can view, edit, or process the items. (For example, you can choose an item from a list of titles and send it to the Circulation module to check it out.)

This List window shows multiple chosen items:



Horizon highlights the items you choose.

Shows which items you chose.

When you click the button in the bottom left corner of the window, Horizon moves the items you chose to the next window.

To choose items from a list

1 Move the mouse to the items you want.

To move the selector arrow using the keyboard, use the arrow keys.

2 Highlight the item or items you want by clicking once on each item.

To highlight items using the keyboard, press the space bar on an item you want, then use the arrow key to move to the next item

you want and click the space bar again. Horizon highlights each item you choose.

> **NOTE**
>
> If you double-click on an item, Horizon highlights it and moves it to the next window as if you had clicked the button in the bottom-left corner of the List window.

3 Repeat steps 1 and 2 until you highlight all the items you want.

> **NOTE**
>
> You can also choose items by entering their numbers in the Selection field (for example, "1-3, 7, 10-15").

4 Click the button for the action you want.

(For example, click the Show Titles button.) This will start the action for the items you chose.

Printing

In addition to the options for printing standard forms and reports (such as purchase orders and claim letters), you can also print the information you display in most Horizon List windows. (For example, you can print a list of item requests.)

To print the information in a List window, choose **File, Print** or press **CTRL+P**.

You can change print options, if necessary. (For more information, refer to Windows online help or your Microsoft Windows manual.)

Saving Data to a File and Opening a File

You can save the data in most Horizon lists and report windows to a file. Saving data to a file lets you send the information electronically (for example, via e-mail), or load the information into other applications. (For example, you might save request information to a file so you can attach the information to an e-mail message to the borrower.)

When you save a list to a file, you can specify how you want Horizon to format the data in the file. (For example, you can choose to use commas to separate columns of data.)

You can open the file where you save the Horizon data using a text editor, such as Notepad.

This section explains how to:

- Save data to a file.
- Open a file.

To save data to a file

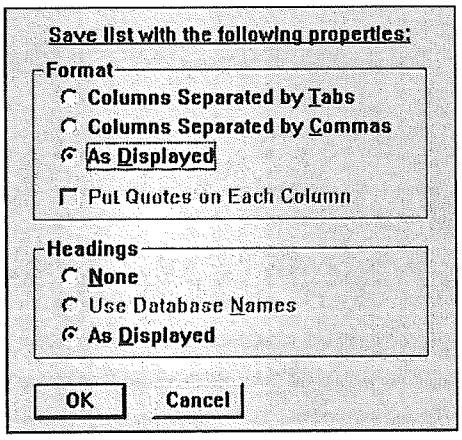
1. Open the list or report you want to save to a file.
2. Choose **File, Save to File.**

   Horizon displays the Save to a File window.
3. Choose the folder where you want to save the file.

   The default location is the folder where your Horizon software is installed. You can also create a new folder.

   Make sure the folder appears in the Save in field.
4. Enter a name for the file in the **File name** field.
5. Click **Save.**

   Horizon prompts you to choose the properties you want to use for the file:



6 In the **Format** group, mark one of these options to choose how you want Horizon to separate the columns of text in the file:

- **Columns Separated by Tabs.** Mark this option if the application in which you plan to open the file requires columns of data to be separated by tabs.
- **Columns Separated by Commas.** Mark this option if the application in which you plan to open the file requires columns of data to be separated by commas. (Spreadsheet applications usually require that columns of data be separated by commas.)
- **As Displayed.** Mark this option if you want to open the file directly using a text editor, such as Notepad. Horizon saves the text with the same number of spaces as shown on the screen.

7 If the application in which you plan to open the file requires quotes around the text fields, mark **Put Quotes on Each Column**.

This option is not available if you choose As Displayed in the Format group.

8 In the **Headings** group, mark one of these options to choose how you want Horizon to include column names in the file.

- **None.** Mark this option to not include column names.
- **Use Database Names.** Mark this option to use the column names that are used in the Horizon database, instead of the names displayed in the List window (for example, "due_date" instead of "Due Date").

  This option is not available if you choose As Displayed in the Format group.
- **As Displayed.** Mark this option to use the column names that are displayed in the List window (for example, Notify, Title, Note, and so on).

9 Click **OK**.

Horizon saves the file with the properties you chose.

To open a file

1 Open Windows Explorer and go to the location where you saved the file.

2 Double-click the file.

Windows displays the Open With window.

3 Scroll down the list until the Notepad application is displayed.

4 Highlight the Notepad application.

5 If you want Windows to always use Notepad to open this type of file, mark the box at the bottom of the window.

6 Click **OK**.

Windows opens the file in Notepad.

Checking Date Settings

When you enter a date in Horizon, you must use the format that is specified in your Windows settings (for example, MM/DD/YY).

To check date settings

1 At your Windows desktop, choose **Start, Settings, Control Panel**.

2 Double-click **Regional Settings** to display the Regional Settings Properties window.

3 Click the **Date** tab.

Windows displays your date settings.

4 If you want to change the date settings, use these steps:

> 1 In the **Short date style** drop-down list, highlight the format you want to use when entering dates in Horizon.
> 2 Click **Apply**.
> 3 Click **OK** to close the window.

5 Close the **Control Panel** window.

Changing Information for a Group of Items

On occasion, you may need to change the information in a specific field for multiple item records. (For example, before moving a group of items to a new location, your library needs to change the Location field on every item record so borrowers can find the items.) You can change the information in one or more fields for multiple item records by using Item Group Editor.

Item Group Editor lets you archive, edit, and restore data that relates to a group of items. To use Item Group Editor, you first create a group of items (called an item group, or group) by searching for items that match your specific criteria. You archive information about those items to keep a copy of the information you originally cataloged. Then you can change the data in certain fields of the whole group at once. These changes can be temporary or permanent. If they are temporary, when the time to use those temporary changes has passed, you restore the archived, original information.

You can use Item Group Editor to edit information in these fields for a group of items:

- Item Type
- Location
- Collection
- Call Type
- Call No.
- Source
- Item Note
- Item Status
- Internal Note

You can use Item Group Editor when you do tasks like these:

- Changing or identifying a purchasing source.
- Changing the collection code of a section of items so borrowers cannot check them out during inventory.
- Changing the price on a group of journals.
-

Horizon displays Item Group Editor as a separate item in the Group Editor Menu folder, which is a part of the Administration Menu. Because you can use it during Inventory, Horizon also displays Item Group Editor in the Inventory folder, which is a part of the Circulation Menu.

(For instructions on using Item Group Editor to archive, edit, and restore data for groups of items, see "Using Item Group Editor" on page A-10.) You can also download a PDF file containing Item Group Editor information from the Customer Support section of *epixtech's* web site.

Circulation Basics

Circulation helps you keep track of the items in your library. In general, circulation work in Horizon consists of these tasks:

Checkout and Checkin. When you check out an item, Horizon assigns that item to a specific borrower. Other borrowers know when they check the catalog that the item is temporarily unavailable. When you check the item back in, the item is unassigned to the borrower, and the catalog shows the item as available again. Horizon allows you to renew items, check out items to borrowers who have forgotten their cards, check in items without calculating fines, change due dates, and check out items that ordinarily do not circulate. Circulation lets you print receipts that can help borrowers keep track of what they have checked out and workslips that can help staff members give special attention to items. It uses defaults set by your system administrator to determine loan periods, fine rates, and so forth.

Setting and Resolving Blocks. Circulation can also help you control whether certain borrowers can check out items by assigning blocks. Blocks can also be assigned when you need to interact with a borrower in a manner other than basic circulation. This can happen when borrowers violate library policy, when they have books on hold, or when refunds are due them. Horizon keeps a viewable history of a patron's blocks.

Maintaining Borrower Records. Borrower records contain information about all borrowers registered to use the library, including borrowers at affiliated or branch libraries. Horizon lets you set up your library so that borrowers whose main account is at a branch library can use library resources in other locations. It helps you keep borrower records current.

Your system administrator sets defaults that affect how Horizon uses borrower records. You can also set up proxy borrowers if you want to let others use your library account.

Fast-adding Records. Occasionally a borrower may want to check out an item when either the borrower record or the item record does not exist in the database. Circulation gives you the option to quickly add items and borrowers through fast-adding.

Working with Special Requests. Horizon lets borrowers electronically request items that are checked out or only available at another location so that when they are returned, the requesting borrower has the first option to check out the item. Once a requested item is returned, Horizon puts it on hold for the requesting borrower. Circulation reports help you organize borrower requests and holds. The request, notice, and report functions of Circulation work together to accomplish their tasks.

Sending Notices. Circulation can make contact with borrowers through notices, reminders, and invoices in the form of letters, e-mail messages, or phone calls. These contacts inform the borrower of unresolved library business, such as overdue items, fines or fees, items on hold, or expired holds.

Chapter 2

Checkout and Checkin

This chapter explains checkout and checkin procedures. In addition, this chapter gives steps for other checkout and checkin procedures such as renewing checked out items, checking out items to borrowers who have forgotten their cards, checking in items without calculating fines, and changing the checkin date of an item.

About Checkout and Checkin 2-3

Setting Workstation Parameters 2-4

Checkout 2-5

Checkin 2-25

Switching from Checkin to Checkout 2-34

Searching for Items in Checkout or Checkin 2-35

Printing Circulation Receipts and Workslips 2-37

About Checkout and Checkin

Circulation helps keep track of where your library items are when they are taken by borrowers. When you check out an item to a borrower, Horizon assigns that item's record temporarily to that borrower's record, so you know which borrower is responsible for which item. Other borrowers know when they check the catalog that the item is temporarily unavailable. When you check the item back in, the item record is unassigned to the borrower's record, and the catalog shows the item as available again. Sometimes a borrower may want to keep an item for longer than the established borrowing period. Circulation allows you to renew the item and let the borrower keep it for an extended period. Circulation also lets you check out items to borrowers who have forgotten their cards, check in items without calculating fines, change the due date of an item when you check it out, and check out items that ordinarily do not circulate.

Circulation lets you print several kinds of receipts that can help borrowers keep track of what they have checked out. You can also print workslips during checkin. You can attach workslips to items that need special attention. (For example, an item may need to be cataloged, put on hold for another borrower; or, if it is an interlibrary loan item, sent back to its holding library.)

The Circulation module uses the circulation privilege defaults set by your system administrator to determine loan periods, fine rates and so forth. (For more information on setting circulation defaults, see Appendix A, "Circulation Privileges and Parameters," or the "Circulation Privileges and Parameters" chapter of the *Horizon System Administrator Guide.*)

This chapter explains how to:

- Set workstation parameters.
- Check out items.
- Check in items.
- Switch from checkin to checkout.
- Search for items in checkout or checkin.
- Print circulation receipts and workslips.

Setting Workstation Parameters

You can keep track of payments made at each workstation in your library. You set workstation parameters to keep track of payments by assigning an ID to each workstation, cash drawer, and library department.

> **NOTE**
>
> Your library director or system administrator should know your Workstation, Cash Drawer, and Department IDs.

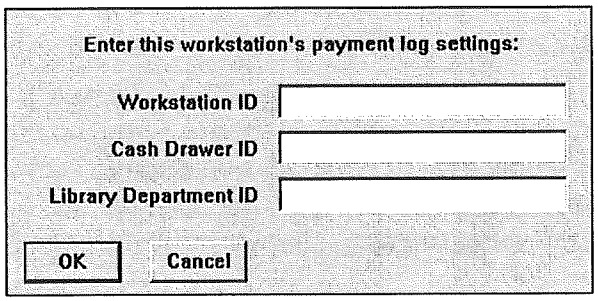
To set workstation parameters

1 Open Circulation, if it is not already open.

To do this, go to the Menu Manager and double-click the **Circulation Menu**. Then double-click **Circulation**.

2 Choose **File, Change Workstation ID**.

Horizon displays the Workstation ID window:



3 Enter the code or phrase that identifies the workstation you are using in the **Workstation ID** field.

4 Enter the code or phrase that identifies the cash drawer you are using in the **Cash Drawer** field.

5 Enter the code or phrase that identifies the library department where you are working in the **Library Department ID** field.

6 Click **OK**.

> **NOTE**
>
> If you do not fill out the Workstation ID window when you first log in, the Circulation module displays it again when you first take fines.

Checkout

Ordinarily, checking out an item involves identifying a borrower and scanning or entering the barcode of items the borrower wants to use. There are times, however, when more is needed. You may need to renew or recall items, or replace a damaged barcode.

This section explains how to:

- Check out items.
- Edit item information in Checkout.
- Search for borrowers in Checkout.
- List all items currently checked out to a specific borrower.
- Renew items.
- Recall items.
- Change the due date and time during Checkout.
- Set an indefinite due date.

Checking Out Items

To check out items to borrowers, you first identify the borrower, then identify the items to be checked out. When you do these steps, Circulation adds the new item to the list of items checked out by the borrower, and calculates and displays the due date. Circulation keeps track of the checked out items and imposes fines if the borrower does not return an item on time.

This section explains how to check out:

- Normal items.
- Non-circulating items.
- Items using Self-Serve Checkout.

Doing a Normal Checkout

In most cases, you will do a normal checkout.

To do a normal checkout

1 Open Circulation, if it is not already open.

To do this, go to the Menu Manager and double-click the **Circulation Menu**. Then double-click **Circulation**.

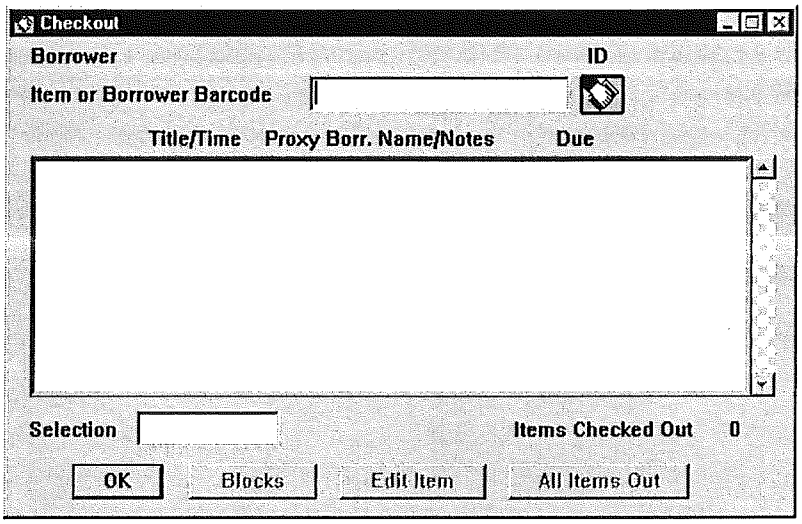
2 If necessary, display the **Checkout** window.

To do this, do one of these options:

- Click the **Restore** button on the minimized Checkout window in the lower-left corner of the Circulation workspace:

- Choose **CKO, Open CKO Window**.
- Choose **Window, Checkout**.
- Click on the exposed part of the inactive Checkout window.

Horizon displays the Checkout window:



3 Scan the borrower's barcode label.

You can also enter the borrower's barcode number in the **Item or Borrower Barcode** field, then click **OK**, or press **ENTER**.

(For more information on the various ways to identify a borrower, see "Searching for Borrowers in Checkout" on page 2-15.)

Horizon displays the borrower's name in the Borrower display field.

NOTE

A number of different message boxes may display when you identify a borrower. If a message box displays, follow the instructions to resume or cancel checkout procedures. If you do not understand the message, see your system administrator.

4 Scan the item's barcode label.

You can also enter the item's barcode in the **Item or Borrower Barcode** field and click **OK**, or press **ENTER**.

(For more information on the various ways to identify an item, see "Searching for Items in Checkout or Checkin" on page 2-35.)

Circulation checks out the item, relaying an audible signal and displaying the item in the Items Out list box.

5 Repeat step 4 for any other items the borrower wants to check out.

You do not need to re-enter the borrower for each item. Circulation retains the borrower until you identify another borrower."

> **NOTE**
>
> The **Items Checked Out** list only shows the items checked out during the current session. To see all items the borrower currently has checked out, including those from previous sessions, you must click the **All Items Out** button.

6 You can get additional information from these buttons on the Checkout window:

- **Blocks.** Click this to open a list of current blocks for the borrower identified in CKO.

  (For more information, see "Viewing Block Information" on page 3-15.)

- **Edit Item.** Click this to edit circulation information for the item identified in CKO.

  (For more information, see "Editing Item Information in Checkout" on page 2-11.)

- **All Items Out.** Click this to display all items associated with a borrower, including items with the status of "Lost" and "Claimed Returned."

  (For more information, see "Listing All Items Currently Checked Out to a Specific Borrower" on page 2-17.)

7 When you are through checking out items to the current borrower, print a borrower receipt so the borrower has a record of what items were checked out and when they are due back.

If you use another method to remind borrowers of item due dates, be sure to use it.

(For example, you might need to stamp a due date slip, or apply a due date sticker to the item.)

> **NOTE**
>
> If you use a security system such as 3M or CheckPoint, be sure to treat the item before giving it to the borrower, so it will not set off the security system.

Checking Out Non-circulating Items

You may need to check out a non-circulating item. Horizon gives you the option to override the non-circulating status of an item and check it out to a borrower.

Horizon determines the due date of a non-circulating item based on a special loan period for the item or on the default checkout period for the borrower's BTYPE. Your system administrator sets this default.

To check out non-circulating items

1. Open Circulation, if it is not already open.

   To do this, go to the Menu Manager and double-click the **Circulation Menu**. Then double-click **Circulation**.

2. If necessary, display the **Checkout** window.

   (For instructions, see "Doing a Normal Checkout" on page 2-6.)

3. Identify the borrower.

   (For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

   Horizon displays the borrower's name in the Borrower display field.

4. Identify the item.

   (For instructions, see "Searching for Items in Checkout or Checkin" on page 2-35.)

   Horizon displays a message about the item's status, since it is a non-circulating item.

5. Click **Override**.

6. If a password is required, enter the password.

If you do not know the password, check with your system administrator.

Horizon checks the item out and displays the due date.

> **NOTE**
>
> If you do not want to override the non-circulating status, click **Cancel** on the **Noncirculating** message box. The checkout process is cancelled.

7 Print a borrower receipt so the borrower has a record of what items were checked out and when they are due back.

If you use another method to remind borrowers of item due dates, be sure to use it.

(For example, you might need to stamp a due date slip, or apply a due date sticker to the item.)

> **NOTE**
>
> If you use a security system such as 3M or CheckPoint, be sure to treat the item before giving it to the borrower, so it will not set off the security system.

Checking out an Item using Self-Serve Checkout

Self-Serve Checkout is an optional feature that lets borrowers check out items themselves.

To check out an item using Self-Serve Checkout

1 Open the **Menu Manager**.

2 Select **Self-Serve Checkout**.

3 Click **OK**.

The Self-Serve Checkout workspace opens with a window to enter the borrower ID.

4 Scan or enter the borrower ID.

5 Click **OK**.

Horizon displays a window with the name of the borrower and a barcode field to enter the item's barcode.

6 Scan or enter the item's barcode.

7 Click **OK**.

Horizon displays a window showing the title of the item checked out and its due date.

8 Repeat steps 6 and 7 if you have additional items to check out.

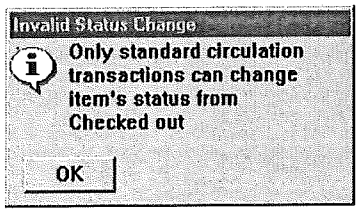
9 Click **Quit** to end your checkout session.

The Self-Serve Checkout workspace returns with the ID window open.

> **NOTE**
>
> The Self-Serve Checkout module only closes when you close Horizon. To do this, minimize the Self-Serve Checkout window to show the Menu Manager. Then press **ALT+F4**.

Editing Item Information in Checkout

Once you have checked out items to a borrower, you can view and edit the item's circulation information from the Checkout window. Some information, such as due date and time, can only be edited at the time of checkout. If you try to edit a part of the item's circulation that cannot be edited, Horizon displays this message:



This section explains how to:

- Edit a single item.
- Edit more than one item at a time.

To edit single item information in Checkout

1 Display the Checkout window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 Identify a borrower who has items checked out.

(For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

Horizon displays the borrower's name in the Borrower display field.

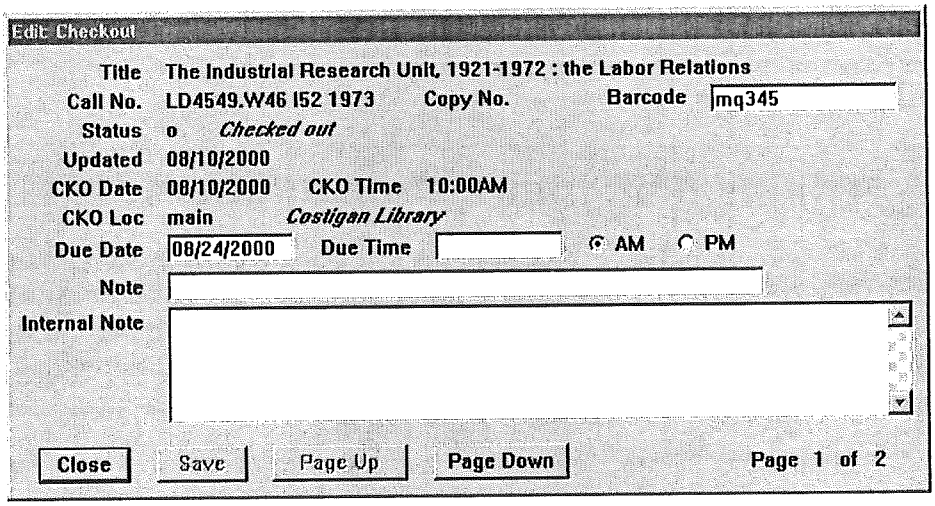
3 Click **All Items Out**.

Horizon displays a list of all the items currently checked out to the borrower.

4 Select the item you want to edit.

5 Click **Edit Item**.

Circulation opens the Edit Checkout window:


Edit Checkout
Title The Industrial Research Unit, 1921-1972 : the Labor Relations
Call No. LD4549.W46 I52 1973 Copy No. Barcode mq345
Status o Checked out
Updated 08/10/2000
CKO Date 08/10/2000 CKO Time 10:00AM
CKO Loc main Costigan Library
Due Date 08/24/2000 Due Time AM PM
Note
Internal Note
Close Save Page Up Page Down Page 1 of 2

6 Edit the item's circulation information:

- **Barcode.** Edit the item's barcode, if necessary.

  Normally, you edit item barcodes in Cataloging.

- **Due Date/Due Time.** Enter the new due date or time here.

If you are changing the due time, be sure to mark the appropriate **AM** or **PM** radio button.

> **NOTE**
>
> You need to enter the century when you enter dates before the year 1908 and after the year 2007. (For example, if the date were 01-01-1997, you only need to enter "97" as the year.)

- **Note.** If necessary, enter a note about the item. Horizon displays this note when the item is checked in.
- **Internal Note.** Enter any comments about this item to be viewed by library staff.

  The second page of the Edit Checkout window contains view-only information about the item's circulation history.

7 When you are finished editing the item, click **Save**.

8 Click **Close**.

Horizon returns to the Checkout window.

To edit more than one item's information at a time in Checkout

1 Display the **Checkout** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 Identify a borrower who has items checked out.

(For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

Horizon displays the borrower's name in the Borrower display field.

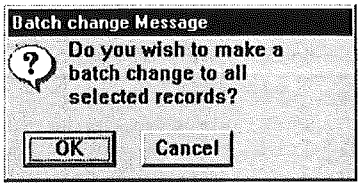
3 Click **All Items Out**.

Horizon displays a list of all the items currently checked out to the borrower.

4 Select the items you want to edit.

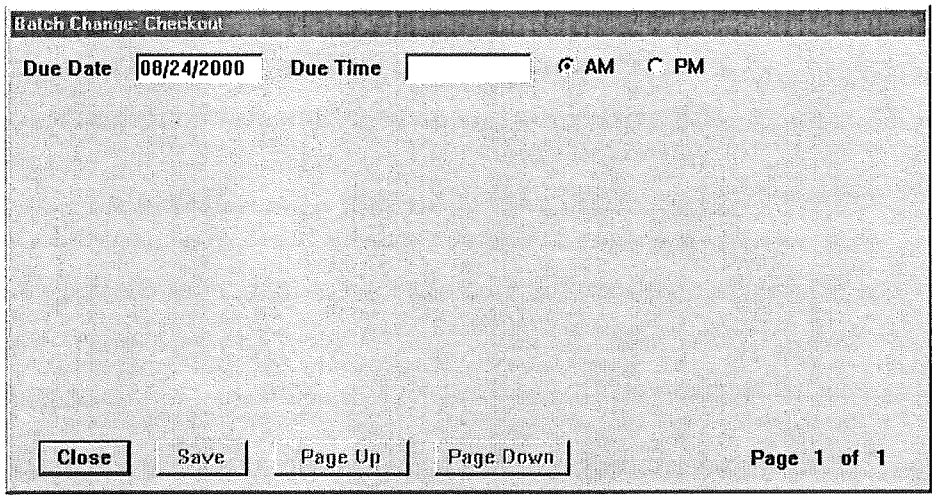
5 Click **Edit Item**.

6 Horizon displays this dialog box:



7 Click **OK** to make changes for the selected items.

Horizon opens the Batch Change Checkout window:



Notice that you can only edit the Due Date and Time for a batch of items.

8 When you are finished editing the item, click **Save**.

9 Click **Close**.

Horizon returns to the Checkout window.

Searching for Borrowers in Checkout

There are several ways to find a borrower record in Circulation. The easiest way is to scan the borrower's barcode label. There are times, however, when this is not possible. (For example, the barcode label may be torn, missing, or too dirty for the scanner to read.) You can also enter the borrower's barcode manually from the keyboard.

If a borrower forgets his or her card and does not know the number, you can look up the borrower's information. You can search by alphabetical last name listing or by keywords from the borrower's name. You can also search by borrower alias, borrower record number, or by the barcode of an item the borrower has checked out. These search criteria are library defined.

The most common search is for a borrower's name. You search for the name in the borrower records, then send the record to Checkout and complete the checkout process.

Using a Barcode Prefix

If you normally enter barcode numbers manually, rather than with a barcode wand, your system administrator can program Horizon to recognize a barcode prefix. Normally, the first several barcode digits will be the same for all borrowers at your library. These first numbers are a barcode prefix. If a barcode prefix is set up in Horizon, you only need to enter in the last few numbers (referred to as the significant digits), rather than the whole barcode. Horizon inserts the prefix in front of the numbers you entered and identifies the borrower.

Using Second IDs

Many libraries set up a second ID (in addition to the barcode) which can be entered in the Borrower Barcode field to identify a borrower. (For example, some libraries use borrowers' social security numbers for second IDs.) Second IDs are sometimes referred to as borrower aliases. (For more information on second IDs at your library, see your system administrator.)

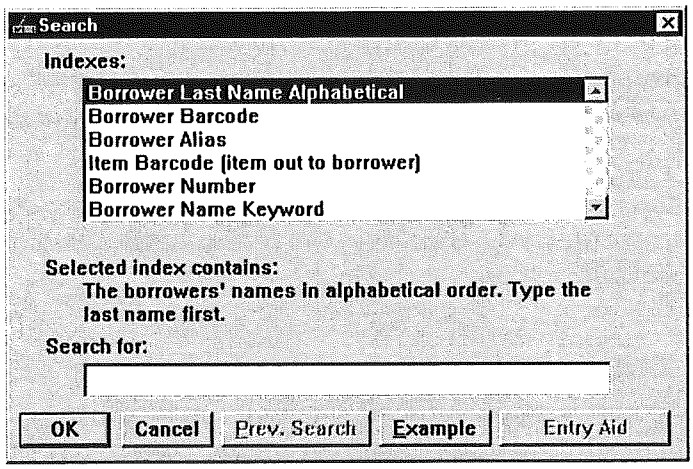
To search for borrowers in Checkout

1 Display the **Checkout** window, if it is not already displayed. (For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 To open the **Search** window, do one of these options:

- Choose **Borrower, Find Borrower**.
- Press **F4**.

Horizon displays the Search window:



Your system administrator can define the search indexes displayed in the Search window.

NOTE

If the name you enter into an alphabetical search index does not exist in the borrower database, the selector arrow will point at the name that is closest in spelling to the one you entered. You can then discontinue the procedure and add the borrower to the database. (For more information, see "Fast-Adding Borrower Records" on page 5-3.)

3 Select the search index you want from the **Indexes** list.

4 Enter the required information in the **Search for** field.

5 Click **OK**.

One of these happens:

- If you chose a search index that requires an exact match, such as the borrower number, the borrower barcode, or the borrower alias, Circulation returns to the Checkout window.
- If you chose an alphabetical search index, or another index that brings up a list, Circulation brings up a complete list of borrowers, sorted according to the search criteria. Double-click on the borrower you are searching for. Circulation returns to the Checkout window.

Circulation displays the name you selected in the Borrower display field. With the borrower name entered, you are ready to continue with the checkout process.

(For instructions, see "Checking Out Items" on page 2-6.)

Listing All Items Currently Checked Out to a Specific Borrower

When you identify a borrower in Checkout, Circulation displays an empty list. As you check out items to the borrower, the newly checked out items display in the list. However, the borrower may have other items checked out as well. You can list all items currently checked out to a borrower in the Checkout window.

To list all items currently checked out to a specific borrower

1. Display the **Checkout** window, if it is not already displayed.

   (For instructions, see "Doing a Normal Checkout" on page 2-6.)

2. Identify the borrower.

   (For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

   Horizon displays the borrower's name in the Borrower display field.

3. Click **All Items Out**, or choose **CKO, All Items Out**.

   Horizon displays a list with all items checked out to the borrower, including items with the status of "Lost" and "Claimed Returned."

Renewing Items

In Circulation, you can renew one or more items at a time for a borrower. These conditions govern whether a borrower can renew an item:

- **Renewal Limits.** This limits the number of times a borrower can renew a library item. Your system administrator sets the number as library policy. If a borrower attempts to renew an item more times than the limit allows, Circulation prompts you that the maximum has been reached. You can check the book back in and check it out again to the same borrower, or you can override the renewal limit.

  A borrower can also renew an item by phone. As with "in person" renewals, Circulation allows only a certain number of phone renewals to be made for a selected item. The number of phone renewals allowed may be different than the number of regular renewals.

- **Renewal Due Date.** Your system administrator sets the renewal due date as library policy. Depending on the borrower's and the item's classifications (BTYPE and ITYPE), the renewal loan period may be shorter than the original checkout loan period.

To renew items

1 Display the **Checkout** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 Identify the borrower.

(For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

Horizon displays the borrower's name in the Borrower display field.

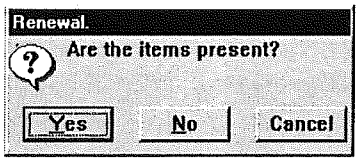
3 Click **All Items Out**.

Horizon displays a list of all items checked out to the borrower.

4 Do one of these options:

To renew one item	To renew all items	To renew some items
Do one of these options: • Enter the item barcode in the **Item or Borrower Barcode** field. Horizon asks if you want to renew the item. Click **Yes**. • Select the item you want to renew. Then choose **CKO, Renew**.	Do one of these options: • Renew one item at a time. • Select all the items. Then choose **CKO, Renew**. • Choose **CKO, Renew All**.	Do one of these options: • Renew one item at a time. • Select the items you want to renew. Then choose **CKO, Renew**.

Horizon displays a message asking if the items are present:



NOTE

You cannot renew "Lost" or "Claimed Returned" items unless the items are present. If a "Lost" item is present for renewal, Circulation first clears the Lost block for the item and then renews it.

5 Do one of these options:

- Click **Yes** if the items are present.

  Circulation renews the items and displays the new due date in the list box.

- Click **No** if the items are not present.

  Circulation counts the renewal as a phone renewal.

- Click **Cancel** if you do not want to renew the item.

  This option cancels the renewal.

Check your library policy if you have a question about selecting Yes or No.

A message displays if the borrower has reached his or her limit for the selected item. You can override the renewal limit if you are authorized to do so.

Recalling Items

You can recall items that have been checked out but which need to be returned to the library before the due date. When you recall items, Horizon calculates a new due date. You can manually change that due date by entering the new one.

If your library guarantees loan periods, the recall due date will calculate the new due date based on that guaranteed loan period. Day End will generate a notice to be sent to the borrower who has the item.

To recall items

1 Open Circulation, if it is not already open.

To do this, go to the Menu Manager and double-click the **Circulation Menu**. Then double-click **Circulation**.

2 Display the **Checkout** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

3 Do one of these options:

- Identify the borrower.

(For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

(You can also search for the borrower later in the process.)

- Minimize the **Checkout** window if the reason for recalling the item is something other than a borrower request.

  To do this, click on the minimize box in the upper-right hand corner of the Checkout box.

IMPORTANT

If you have a borrower displayed in the CKO window, Horizon uses that borrower information when issuing the recall. If you do not want to use current borrower details for a recall, make sure the CKO window is empty or minimized.

4 Open PAC, if it is not already open.

To do this, go to the Menu Manager and double-click **Staff PAC Search**.

5 Search for the item in PAC.

6 Select the item.

7 If necessary, click **Show Detail** to display the Bibliographic Detail window.

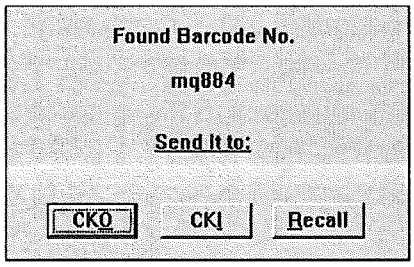
8 Click **Show Copies** to display the Copies window.

9 Select the copy to recall.

10 Choose **Send to, Circulation**.

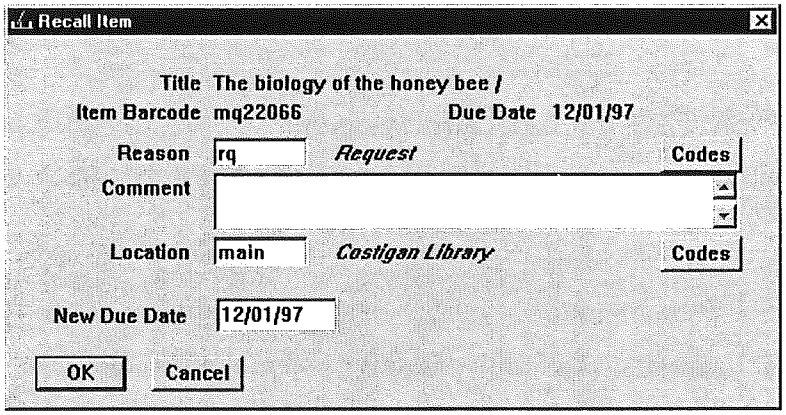
(Horizon may display **Send to Circulation** on the Menu Bar if it is the only other module open.)

Horizon returns to Circulation and prompts you to choose which window, CKO, CKI, or Recall, you would like to send the information to:



11 Click **Recall**.

Horizon displays the **Recall Item** window:



12 Complete the following fields:

In this field	Do this
Reason	Enter the reason for the recall. Click **Codes** for a list of valid options. **NOTE** If you make the recall for anything other than a request, Circulation does not prompt for borrower information.
Comment	Enter any additional comments you want printed on the Recall Notice.

In this field	Do this
Location	Make sure the location is correct. If it is not, enter a new location. Click **Codes** for a list of valid locations. NOTE The location should be the item's owning location, so the checkin clerk knows where to send the item if it is checked in at another location.
New Due Date	Change the due date, if necessary.

13 Click **OK**.

If you have not already located the record of the requesting borrower, Horizon displays the Borrower Search window. This window appears only if the reason for the recall is a borrower request.

14 If necessary, identify the borrower.

(For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

15 Click **OK** to complete the process.

Changing the Due Date and Time During Checkout

Although due dates and times are calculated automatically, you can adjust a due date or a due time for a borrower. You can edit the due date and due time with the Edit Item command.

To change the due date and time during checkout

1 Display the **Checkout** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 Identify the borrower.

(For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

Horizon displays the borrower's name in the Borrower display field.

3 Do one of these options:

- Identify the item.

  (For instructions, see "Searching for Items in Checkout or Checkin" on page 2-35.)

- If the item is already checked out to the identified borrower, click **All Items Out**.

  Horizon displays the item in the list box.

4 Select the item in the list box.

5 Click **Edit Item**.

The Edit Checkout window opens.

6 Make whatever changes are necessary in the **Due Date** and **Due Time** fields.

Make sure to mark the appropriate **AM** or **PM** radio button.

7 Click **Save**.

The Checkout window displays with the new due date or time displayed in the list box.

Setting an Indefinite Due Date

Some loaned items may have an indefinite due date. This is sometimes referred to as a permanent loan or an indefinite loan. Items on permanent loan may be recalled and loaned to other patrons, then returned to the original borrower after checkin.

In Horizon, any due date past 12-31-2049 would display as an indefinite due date on the Checkout window. You can set an indefinite due date by editing the due date during checkout and entering a date beyond 12-31-2049.

To set an indefinite due date

1 Display the **Checkout** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 Identify the borrower.

(For instructions, see "Searching for Borrowers in Checkout" on page 2-15.)

Horizon displays the borrower's name in the Borrower display field.

3 Identify the item.

(For instructions, see "Searching for Items in Checkout or Checkin" on page 2-35.)

4 Select the item in the list box.

5 Click **Edit**.

The Edit Items window opens.

6 Enter any date beyond 12-31-2049 in the **Due Date** field.

7 Click **Save**.

8 Click **Close**.

The Checkout window displays with the due date listed as Indefinite Loan.

> **NOTE**
>
> You or your system administrator can set up a loan period exception that automatically calculates a due date beyond 12-31-2049. (For more information, see "Setting Due Dates" in the "Circulation Privileges and Parameters" chapter of the *Horizon System Administrator Guide*.)

Checkin

You can check in items as part of a morning routine, or as an ongoing task throughout the day. A standard checkin involves scanning or entering the item barcode. There may be times, however, when something else is needed. You may need to exempt fines or change the checkin date.

This section explains how to:

- Check in items.
- Check in items under special conditions.

- Edit item information in Checkin.
- Change the Checkin date and time.
- Restart the clock.

Checking In Items

When you check in an item, Circulation does the following:

- Checks to see if the item is overdue and imposes the correct fine, if necessary.
- Changes the item's status to "Shelving Cart" and notifies PAC of the item's new status. The "Shelving Cart" status indicates that the item has been checked in, but is not yet on the shelf. Your system administrator determines how long an item remains on "Shelving Cart" status as part of library policy. When borrowers look up the item in PAC, they will know the item has recently been checked in and is on the shelving cart.
- Records in the borrower record that the item has been checked in.
- Prompts you if the item has been recalled, requested, or is in transit from another location.

> **NOTE**
>
> When you try to check in an item that is not currently checked out, Horizon displays a message. If you do not want to display this message, choose **CKI, Hide 'Item Not Out' message**.
>
> If you want all items to display in the window after you enter their barcode in the Checkin/Request Processing window even if they were not checked out, choose **CKI, Always Put in List**.

You do not need to identify a borrower when you check in items. If you want, you can display the borrower who checked out the item when you check it in by selecting Show Borrower from the CKI menu.

This option also affects the list view in the Checkin/Request Processing window. When Horizon does not display the borrower, the Checkin/Request Processing window displays a list of all items checked in. When you choose to show the borrower, the borrower's name displays to the right of the Barcode field and items in the list view relate to that borrower.

Horizon clears the list view to display items checked in from a new borrower. If the item you check in was being used by a borrower with blocks, the Current Blocks window opens, displaying the blocks for that borrower. (For more information, see "Viewing a List of Outstanding Blocks from Checkin" on page 3-17.)

NOTE

If you select Show Borrower from the CKI menu, the current blocks on a borrower will only show the first time you check in an item the borrower has used during a checkin session. After the first display of the Current Block window in Checkin, you need to click Current Blocks to show any blocks the borrower has.

To check in an item

1. Open Circulation, if it is not already open.

   To do this, go to the Menu Manager and double-click the **Circulation Menu**. Then double-click **Circulation**.

2. If necessary, display the **Checkin/Request Processing** window.

   To do this, do one of these options:

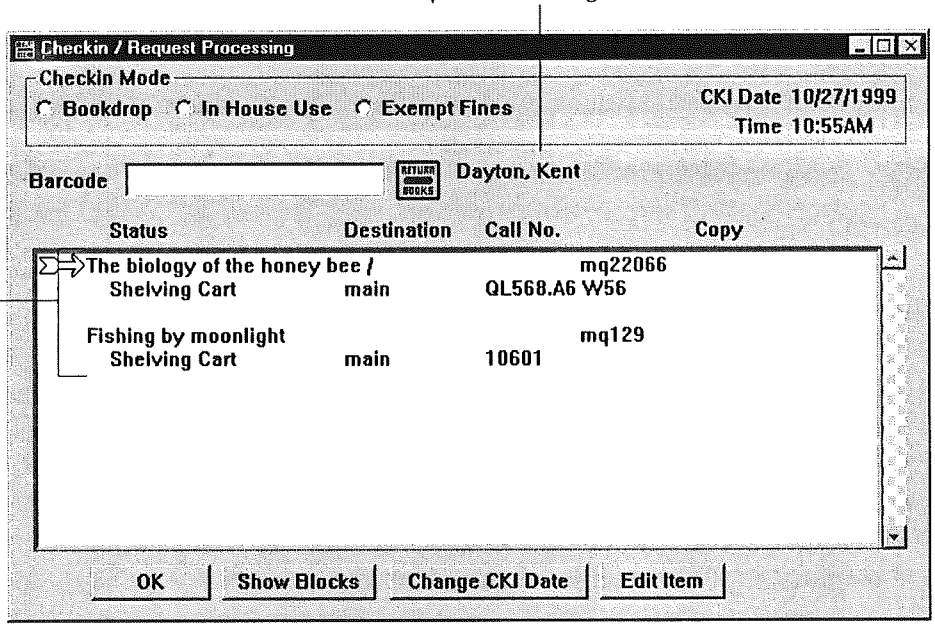
   - Click the **Restore** button on the minimized **Checkin/ Request Processing** window in the lower-left corner of the Circulation workspace:

   - Choose **CKI, Open CKI Window**.

- Choose **Window, Checkin/Request Processing**.

If the Show Borrower option is active, Horizon displays the borrower's name on the Checkin/ Request Processing window.

Horizon displays the items checked in for the displayed borrower. When you check in items for a different borrower, Horizon clears the list view to display the titles checked in for the new borrower.



- Click on the exposed part of the inactive **Checkin/Request Processing** window.

3 Scan the item's barcode label, or enter the item's barcode number in the **Barcode** field.

> **NOTE**
>
> If the barcode is missing or will not read, you may have to search for the item in PAC so you can get the item barcode from its computer record. (For more information on the various ways to find an item, see "Searching for Items in Checkout or Checkin" on page 2-35.)

4 If you manually enter the barcode or search PAC for the item, click **OK**.

Circulation checks in the item, relaying an audible signal and displaying the title and other information in the list box. This information includes the status "Shelving Cart."

NOTE

If you use a security system such as 3M or CheckPoint, be sure to reset the item so it will set off the security system before you put it on the shelving cart.

You can get additional information from the Checkin/Request Processing window by clicking these buttons:

- **Show Blocks.** This displays the blocks of the borrower who most recently checked out the item selected by the arrow in the Checkin/Request Processing list box.
- **Change CKI Date.** This opens a window in which you can change the checkin date and time.

  This will affect items you check in for the time you change the checkin date or for the time until you restart the clock, or until you close Circulation and reopen it.

  (For more information, see "Changing the Due Date and Time During Checkout" on page 2-23.)
- **Edit Item.** This lets you edit circulation information for the item selected by the arrow in the Checkin/Request Processing list box.

Checking In Items under Special Conditions

You can check in items under these special conditions:

- **Bookdrop.** This mode checks in items with a due date that corresponds to the last open day.

  (For example, suppose a borrower drops off a book on Saturday and your library is closed on Sunday. If you check in the book on Monday, you can use Bookdrop mode to record the checkin date as Saturday—the day the borrower dropped off the book.) When you mark the Bookdrop radio button, the date changes to be the

previous open date and the time changes to 1 minute prior to the closing time of that date.

In-House Use. This mode records in-house statistics for the items checked in. When you check in an In-House Use item, Horizon records that the item has been used and displays the item's status as Shelving Cart, just as if you had checked in an item that had been checked out.

- **Exempt Fines.** This mode exempts the borrower from any fines associated with the items being checked in if they are overdue.

In order to check in an item under these conditions, you must first change the checkin mode.

To check in items under special conditions

1 Open Circulation, if it is not already open.

To do this, go to the Menu Manager and double-click the **Circulation Menu**. Then double-click **Circulation**.

2 If necessary, display the **Checkin/Request Processing** window.

(For instructions, see "Checking In Items" on page 2-26.)

3 Do one of these options:

- If you want to choose a checkin mode, mark the button on the **Checkin/Request Processing** window next to the mode you want to use.

  You can also choose the mode command from the CKI menu.

  A dot displays in the radio button.

- If you want to turn off a checkin mode, deselect the button on the **Checkin/Request Processing** window next to the mode you want to stop using.

  You can also deselect the mode command from the CKI menu.

  Circulation removes the dot from the button.

> **NOTE**
>
> If you have a circulation mode selected, choosing another mode automatically deselects the first one.

4 Continue with the checkin process.

(For instructions, see "Checking In Items" on page 2-26.)

Editing Item Information in Checkin

Once you have checked in an item, you can view and edit the item's circulation information from Checkin/Request Processing.

To edit item information in Checkin

1 Display the **Checkin/Request Processing** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

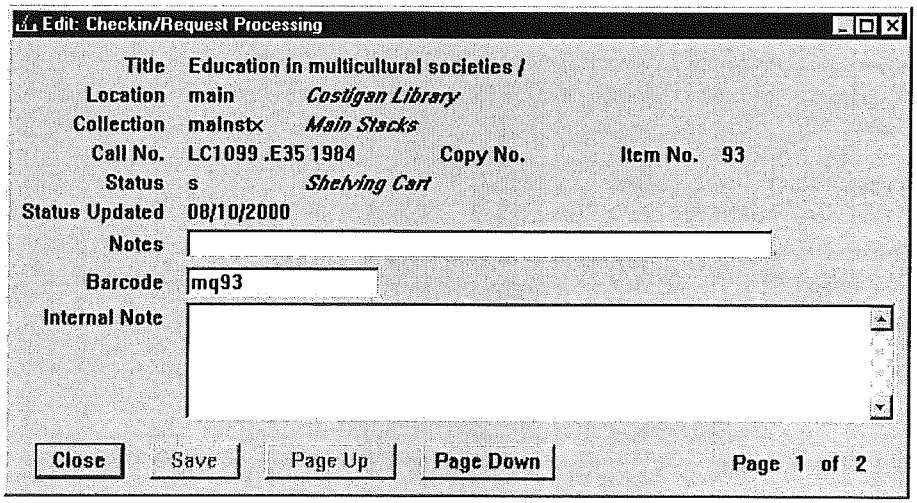
2 Check in the item.

(For more information, see "Checking In Items" on page 2-26.)

3 Select the item from the list box.

4 Click **Edit Item**.

Horizon displays the **Edit Checkin/Request Processing** window:



5 Edit the item's circulation information:

- **Notes.** Enter any information about the item.

  The text you enter in this field appears in the list box of the Checkin/Request Processing window with the item.

- **Barcode.** Edit the item's barcode.

  Normally, you edit item barcodes in Cataloging.

- **Collection.** Edit the collection for the item.

  Click **Codes** to display a list of valid options.

- **Internal Note.** Enter any comments about the item to be viewed by library staff.

The second page of the Edit Checkout window contains view-only information about the last time the item was used.

6 When you are finished editing the item information, click **Save**.

7 Click **Close**.

Changing the Checkin Date and Time

Horizon uses the current date from your computer operating system as the date an item is checked in. You may need to change the checkin date to a date other than the current one. For example, you may have too many items to check in before the closing of the day. By temporarily changing the current date to the previous one, you can check in the items under the date you received them, and then restore the date to the current date.

NOTE

Marking the Bookdrop Checkin Mode in the Checkin/Request Processing window automatically changes the date to the previous day. Turning Bookdrop Mode off restarts the clock and sets the date to the current date.

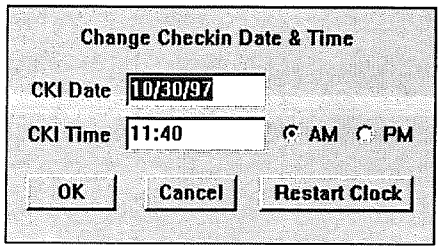
To change the checkin date and time

1 Display the **Checkin/Request Processing** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 Click **Change CKI Date.**

Horizon displays the Change Checkin Date & Time message box:



3 Enter the checkin date and time you want to use.

Be sure to mark the appropriate **AM** or **PM** radio button.

4 Click **OK.**

The new checkin date and time appear at the top-right corner of the Checkin/Request Processing window. The date and time are in italics to indicate that the clock is stopped.

5 Continue with the next task, "Restarting the Clock."

Restarting the Clock

Whenever you change the checkin date and time, Circulation freezes the clock so your checkins will all reflect the change. This happens even if you only change the date. You need to restart the clock when you are finished checking in items for the changed date and time so any transactions you make will record the correct date and time.

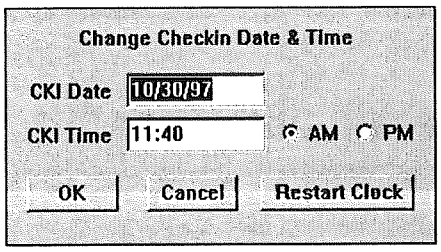
To restart the clock

1 Display the **Checkin/Request Processing** window, if it is not already displayed.

(For instructions, see "Doing a Normal Checkout" on page 2-6.)

2 Click **Change CKI Date**.

Horizon displays the Change Checkin Date & Time dialog box:



3 Click **Restart Clock**.

Horizon displays the correct checkin date and time at the top-right corner of the Checkin/Request Processing window. The date and time are now current.

NOTE

If you leave your circulation station or are otherwise interrupted when you are working with an altered checkin date or time, you should restart the clock to avoid any problems that the altered date and time may cause. When you come back to your task you can change the checkin date and time again.

Switching from Checkin to Checkout

You can toggle between the Checkin/Request Processing and Checkout windows by doing one of these commands:

- Press **F9**.
- Press **CTRL+F6**.
- Clicking on an exposed portion of the inactive screen you want to activate.

Doing one of these commands does not restore the window, if it is minimized. Maximize both windows to switch back and forth.

Searching for Items in Checkout or Checkin

If the item to be checked out or checked in has a damaged barcode label, or if the barcode label is not present (such as when a borrower phones in a checkout request), you can find the item's barcode number using PAC. You can then send the information to Circulation and complete the process.

To search for items in Checkout or Checkin

1. Open Circulation, if it is not already open.

   To do this, go to the Menu Manager and double-click **Circulation Menu**. Then double-click **Circulation**.

2. Open PAC, if it is not already open.

   To do this, go to the Menu Manager and double-click **Staff PAC Search**.

3. Do one of these options:

   - If you are checking out an item, open Checkout and identify the borrower.

     (For instructions, see "Doing a Normal Checkout" on page 2-6.)

   - If you are checking in an item, open Checkin.

     (For instructions, see "Checking In Items" on page 2-26.)

4. Press **F2**, or choose **Item, Find Item.**

   Horizon switches to the PAC workspace.

5. Search for the item.

   (For instructions, see the "Searching" chapter of the *Horizon Staff PAC User's Guide.*)

6. Move through the windows until the title appears in the Bibliographic Detail window.

The item's status should appear at the top of the window.

> **NOTE**
>
> If the status of the item is something other than "Checked In" and the item is present, you can still check it out by completing the remaining steps.
>
> If the item is not present, you can place a request for the item. (For instructions, see "Placing a Request for a Borrower" on page 6-4.)

7 Click **Show Copies**.

Horizon displays the title in the Copies window.

8 Choose **Send to, Circulation**.

(Horizon may display **Send to Circulation** on the Menu Bar if Circulation is the only other module open.)

Horizon displays the title's barcode number in a window and you are prompted whether to send the item to Checkout, Checkin, or Recall.

> **NOTE**
>
> If you send an item to Circulation from the Bibliographic Detail window, Horizon prompts you to use item-level data. Press **Enter** to return to Circulation. Then choose **Item, Find Item**. This time, when you access the PAC workspace, the Bibliographic Detail window of the title will already be displayed.

9 Click **CKO** or **CKI** in the window.

Horizon returns you to the Checkout or Checkin/Request Processing window where the item's barcode appears in the Barcode field.

10 Click **OK**.

Circulation checks out or checks in the title and displays it in the list box.

Printing Circulation Receipts and Workslips

Horizon lets you attach a printer to the terminals at your circulation desk to print receipts and workslips. The Circulation Slip Printer prints two types of slips: receipts and workslips. Your system administrator determines which receipts and workslips print automatically at each workstation. You can print all receipts automatically except group checkin or group checkout receipts.

This section explains these topics:

- Receipts
- Workslips

Receipts

You print receipts to help borrowers keep track of their library transactions, such as items they have checked out or fines they have paid.Receipts include the following types:

- **Due Date.** The due date receipt is a single-item receipt that lists one item checked out and its due date. This receipt prints individually at checkout as you enter each barcode.
- **Checkout.** The checkout receipt is a multi-item receipt that lists all items checked out, their due date, and the total number of items checked out to a borrower for the current transaction. You print this receipt by pressing **F11** after scanning in the last barcode.
- **Checkin Group.** The checkin group receipt is a multi-item receipt that lists all items checked in by a borrower and the date. You can print this receipt by pressing **F11** after scanning in the last barcode.
- **Checkin Single.** The checkin single receipt is a single-item receipt that lists one item checked in and the date. You print this receipt individually at checkin as you enter each barcode.
- **Payment.** The payment receipt lists the amount a borrower paid for an overdue item or other library fee.
- **Refund.** The refund receipt lists the amount a borrower receives as a refund.

- **Renewal.** The renewal receipt is a multi-item receipt that lists all items a borrower renewed, the original due date, the new due date, and the total number of items renewed.

> **NOTE**
>
> Choose **Options, Change Receipt Options** to display the Workstation Receipt Options window. You must mark the Allow Printing of Slips and Receipts box for any slips to print or for the hot keys—F11 and F12—to work.
>
> Make sure you check with your system administrator before making any changes.

Here is a sample receipt:

```
Due Date Slip

Francis-Davis Research Library
Main Circulation 7
10-12-95   10:29

^^^^^^^^^^^^^^^^^^^^^^

Patron: 10005466342346

Item: 330320005   Date: 10-26-95

Vitamins and Your Body
ref ml/ZI,CI,'I'I:I

CALL NO. KF1297.D7 D8

Return to the Health Desk

Please Keep Slip With Book
```

> **NOTE**
>
> If you change an item's due date, Circulation prints the single item receipt as soon as you enter the barcode, and then prints a renewal receipt when you change the date.

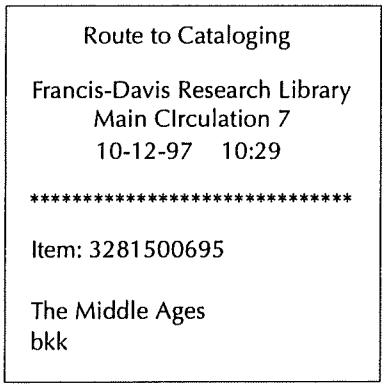
Workslips

Workslips print at checkin to notify staff that an item needs special attention. (For example, a fast-added item might need to be sent to cataloging.) You can attach these workslips to the item and take care of the item at a later time.

Workslips include the following types:

- **Needs Cataloging.** The Needs Cataloging workslip notifies staff that the item needs cataloging.
- **In Transit.** The In Transit workslip notifies staff that the item needs to be sent to the library location specified.
- **Hold.** The Hold workslip notifies staff that the item has a hold placed on it and needs to be placed on the hold shelf. The name, barcode, phone, and e-mail address of the borrower who placed the hold may also be printed on the receipt.

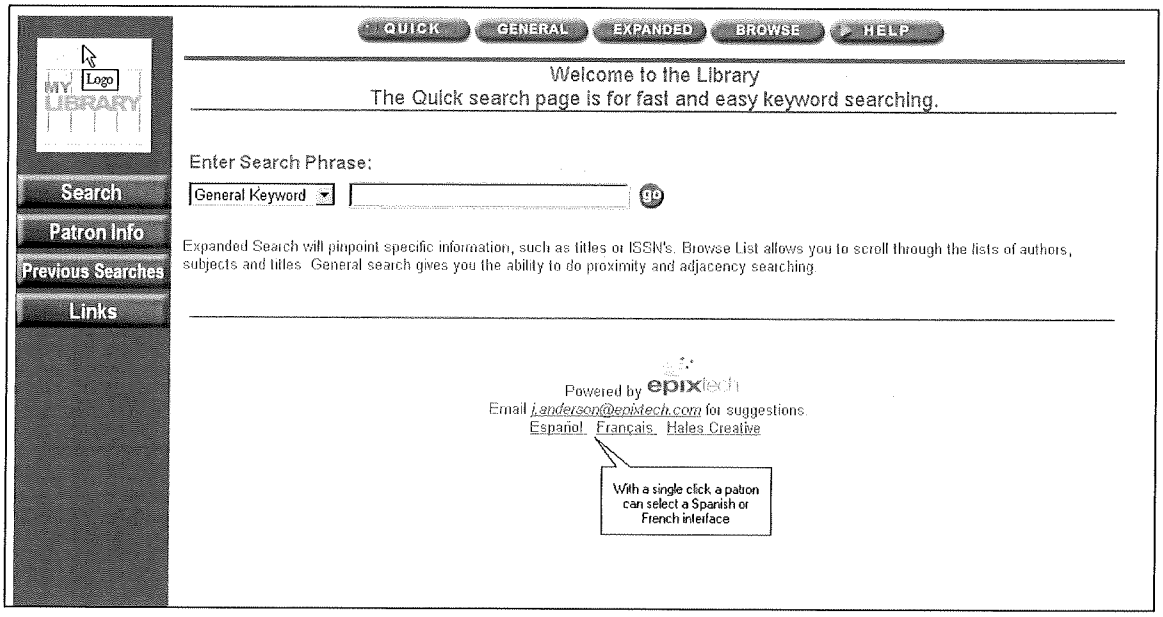
  Here is a sample workslip:

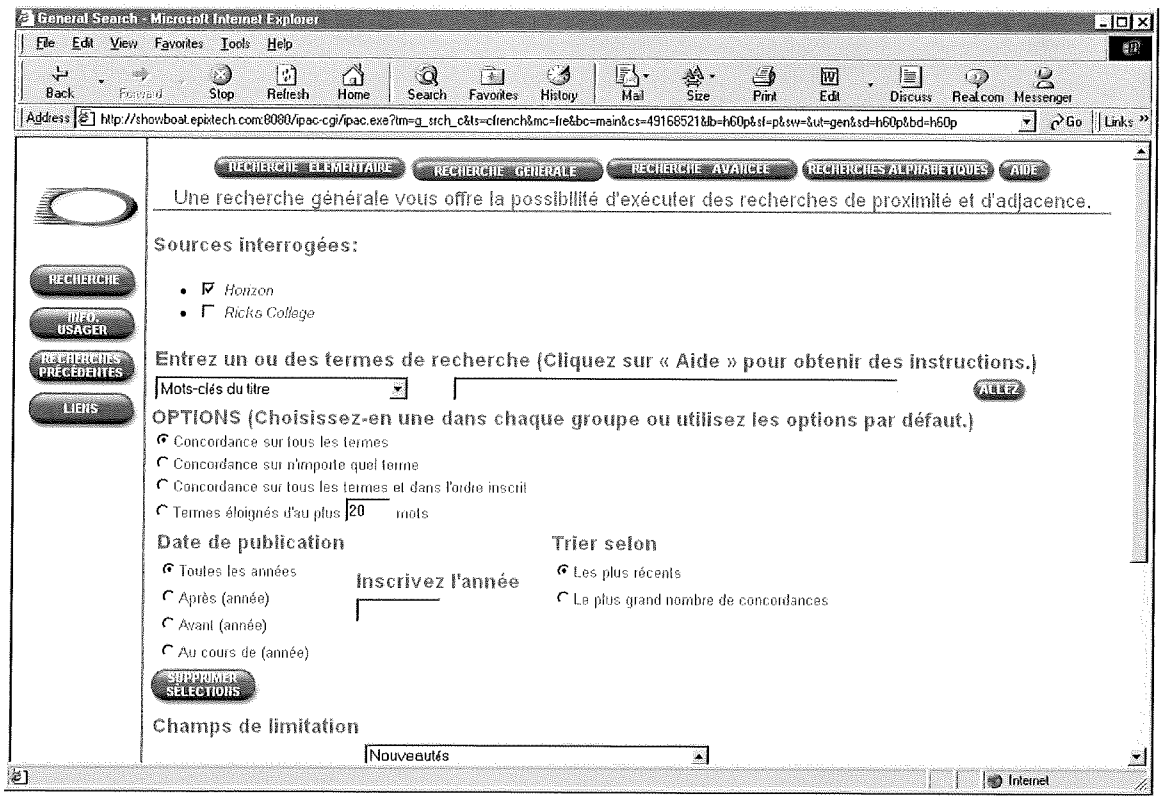


If your system administrator has set up your workstation to print workslips, they will print automatically.

Support of Other Languages

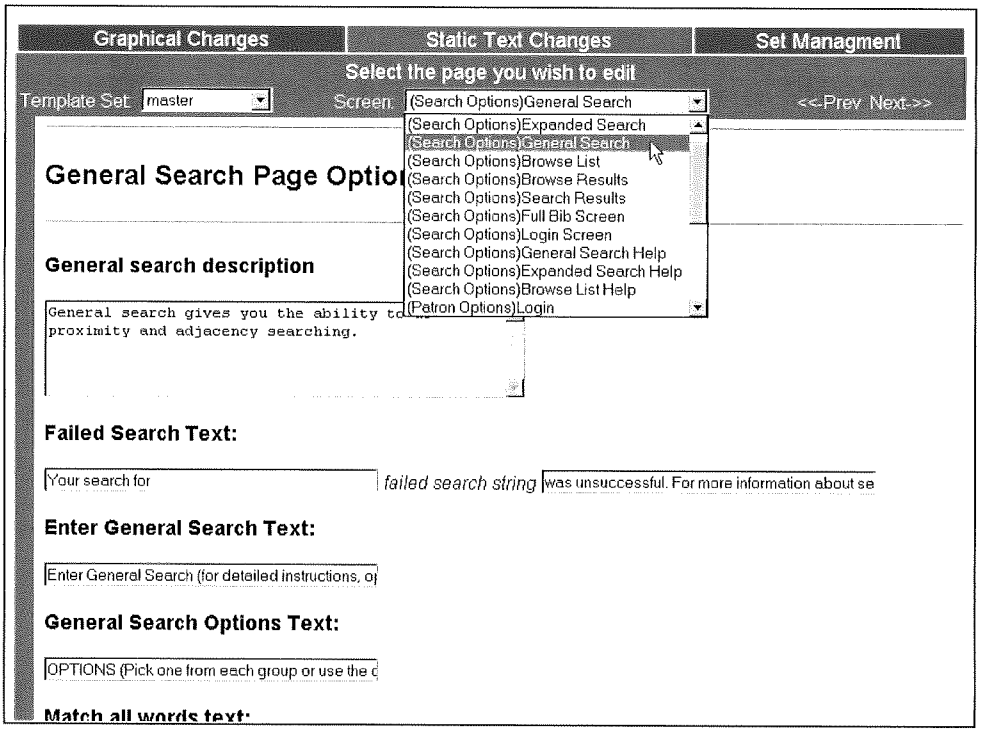
*i*Pac ships with a French (and a soon-to-be-completed Spanish) interface that can be selected by a patron with a single click.


QUICK
GENERAL
EXPANDED
BROWSE
HELP
Logo
MY LIBRARY
Search
Patron Info
Previous Searches
Links
Welcome to the Library
The Quick search page is for fast and easy keyword searching.
Enter Search Phrase:
General Keyword
go
Expanded Search will pinpoint specific information, such as titles or ISSN's. Browse List allows you to scroll through the lists of authors, subjects and titles. General search gives you the ability to do proximity and adjacency searching.
Powered by epixtech
Email j.anderson@epixtech.com for suggestions.
Español Français Hales Creative
With a single click a patron can select a Spanish or French interface


General Search - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Size Print Edit Discuss RealCom Messenger
Address http://showboat.epixtech.com:8080/ipac-cgi/ipac.exe?tm=g_srch_c&ts=cfrench&mc=fre&bc=main&cs=49166521&lb=h60p&sf=p&sw=&ut=gen&sd=h60p&bd=h60p
Go Links
RECHERCHE ELEMENTAIRE
RECHERCHE GENERALE
RECHERCHE AVANCEE
RECHERCHES ALPHABETIQUES
AIDE
Une recherche générale vous offre la possibilité d'exécuter des recherches de proximité et d'adjacence.
RECHERCHE
INFO-USAGER
RECHERCHES PRÉCÉDENTES
LIENS
Sources interrogées:
Horizon
Ricks College
Entrez un ou des termes de recherche (Cliquez sur « Aide » pour obtenir des instructions.)
Mots-clés du titre
ALLEZ
OPTIONS (Choisissez-en une dans chaque groupe ou utilisez les options par défaut.)
Concordance sur tous les termes
Concordance sur n'importe quel terme
Concordance sur tous les termes et dans l'ordre inscrit
Termes éloignés d'au plus 20 mots
Date de publication
Toutes les années
Après (année)
Avant (année)
Au cours de (année)
Inscrivez l'année
Trier selon
Les plus récents
Le plus grand nombre de concordances
SUPPRIMER SÉLECTIONS
Champs de limitation
Nouveautés
Internet

In addition, *i*Pac gives you the flexibility to modify not only the fonts, logos, search options, and other aspects of the PAC screens, but the text on any screen. This allows you to create interfaces in the language of your choice.

Selecting Static Text Changes from the above screen brings you to the screen below (a partial screen shot is shown), where you can select from a drop-down menu the page you wish to edit. The *i*Pac Administrator will pull up all text for that screen and allow you to make whatever changes you wish.



Horizon SunRise™ epixtech

Brief Description of Each Module

submitted by

epixtech

Horizon Sunrise – Brief Description of Each Module

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INTRODUCTION

Horizon Sunrise is the most advanced distributed client/server library automation system available today.

Horizon Sunrise is the most technologically advanced library system available today.

Built expressly for distributed processing in a client/server environment, Horizon Sunrise provides all of the necessary features and functions for internal library operations and the connectivity and ease-of-use necessary for expanded access demanded by users today.

Welcome to the cutting edge of library automation technology. Presented here are the main highlights of the Horizon Sunrise system. To tell you all about Horizon Sunrise, we could write literally hundreds of pages of system description. However, in the interest of brevity, a great many system features are not presented in this document. Upon request we are happy to provide you with as much detail as you require. Simply contact your account manager, and a more detailed system description will be sent to you immediately.

You don't need a vendor—you need a partner.

With over 1000 sites installed worldwide since 1991, Horizon Sunrise has already proven its reliability and effectiveness in the library marketplace. Horizon Sunrise offers you the assurance of a solid product based on open systems and client/server technology.

With the largest customer base in the world using our various services, *epixtech* is committed to libraries for the long term. *epixtech* will be here for you not only for your current project but also for the next stage in library automation. We are continually enhancing our product and service offerings with the input of our client base (through the Users Groups), and we look forward to working with you to achieve your library automation goals today, and in the future.

HORIZON SUNRISE SYSTEM ARCHITECTURE

Software

Horizon Sunrise has graphical software components currently available for:

- Cataloging/Authority Maintenance
- Circulation
- Public Access
- Serials Control
- Acquisitions
- Systems Administration
- *i*Pac
- Reserve Book Room
- Remote Patron Authentication for various online services
- Report Writing
- Interlibrary Loan/Document Delivery (Resource Sharing System)
- Serials Binding
- Homebound
- Media Scheduling
- Bookmobile
- Community Resources
- Debt Collect
- Inventory
- PC Reliance (Circulation Backup)

These components are fully integrated and all modules use a shared database—eliminating the need for redundant data entry. Transactions take place in real time, which ensures that whatever information is displayed is accurate and up-to-date. Horizon Sunrise's multi-tasking nature makes it possible to run all modules concurrently and enables the user to move quickly and easily among components. Many GUI tools and features—such as the ability to cut, copy, and paste within and among applications—add to the productivity and overall effectiveness of the Horizon Sunrise system.

Hardware

As a client/server application, Horizon Sunrise can use as a server any platform that supports Sybase SQL Server. Horizon Sunrise is especially well suited for the Windows NT server operating system; we also have a great many clients that run Horizon Sunrise on a UNIX platform. *epixtech* has done extensive benchmarking of the Horizon Sunrise product on servers from IBM, HP, Dell, and Sun. *epixtech* resells servers from all four of these vendors.

Client software resides on PC workstations running Windows 95/98/2000 or NT.

Network Environment

The Horizon Sunrise integrated library system was designed specifically for an expanded network environment. Horizon Sunrise provides for the needs of a library that wishes to adopt a fully networked system. Horizon Sunrise is also able to operate under a variety of network protocols. Horizon Sunrise operates over IPX/SPX, Netbeui, and Named Pipes networks, and is especially well suited for the TCP/IP network protocol.

Network environments may include Windows NT, Novell Netware, Microsoft LAN Manager, IBM Lan Server, DEC Pathworks, Banyan Vines, and others. Horizon Sunrise works on networks of every size and topology. The client/server architecture in which Horizon Sunrise runs is much more than a graphical user interface (although GUI is one of its strong features); it is an environment which provides each user the ability to accomplish a variety of different tasks concurrently.

Client/Server Architecture

Horizon Sunrise's design is based on a commitment to open architecture and *epixtech* has aggressively taken the lead in developing client/server computing for the library marketplace. In fact, the Horizon Sunrise system employs the most advanced client/server architecture available. This architecture enables your institution to choose not only the server that fits into your computing plan, but also offers a choice of desktop clients that accommodate your varied users. The client/server architecture allows the system to be scaled according to the library's collection size and transaction load. It also permits the integration of new technologies and products in the future so that you can build a complete system piece by piece or upgrade your system as demand grows and resources permit.

Relational Database

Horizon Sunrise is written for an SQL-compliant relational database environment, including Sybase Adaptive Server Enterprise, making use of standard SQL protocols for system efficiency. Because of this, Horizon Sunrise accommodates large, mid-sized, and small library databases. We have libraries with collections as small as 50,000 and as large as 13 million plus records. In addition, since each library customizes its database to some extent, this customization has been made as simple as possible. Horizon Sunrise stores definitions of many setup, display, and data entry screens in user-modifiable tables in the database. As a result, authorized users may add and modify fields, tables, and even whole databases without vendor intervention.

Open System Architecture

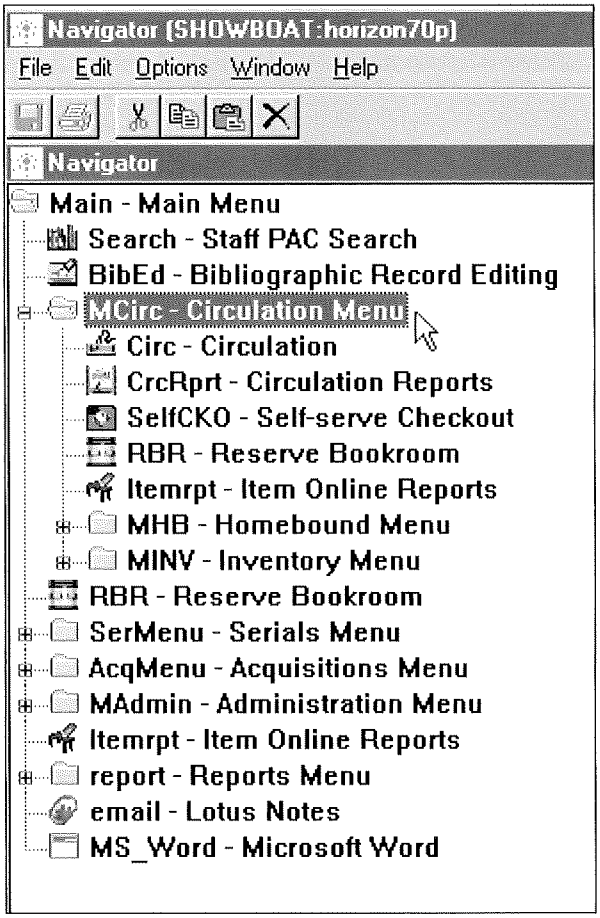
Horizon Sunrise's client/server architecture allows you to connect easily to other systems such as image viewers, full-text storage and retrieval systems, and multimedia resources. In addition, Horizon Sunrise allows information sharing between systems, like general accounting and user notification via electronic mail. Horizon Sunrise allows anyone seeking information to gain access (provided they have the proper authorization) regardless of their desktop hardware or location. Horizon Sunrise is designed to operate on any local area network (LAN) or wide area network (WAN) environment to provide access to other library systems; and allow access to the Internet, libraries within your consortium, your suppliers, and local and remote databases. Horizon Sunrise delivers virtually unlimited information access to your staff and patrons.

Graphical User Interface

Horizon Sunrise client software offers the familiarity of Microsoft Windows 95/98/2000 and NT interfaces. Graphical user interfaces make information management tasks faster, easier to manage, and more intuitive with:

- Graphical icons
- Point-and-click commands
- Pull-down menus
- Cut, copy, and paste features
- Multi-tasking

The graphical user interface provides integration of multiple applications running simultaneously. Help is always context sensitive and follows the Windows standards already familiar to your staff and patrons.


Navigator [SHOWBOAT:horizon70p]
File Edit Options Window Help
Navigator
Main - Main Menu
Search - Staff PAC Search
BibEd - Bibliographic Record Editing
MCirc - Circulation Menu
Circ - Circulation
CrcRprt - Circulation Reports
SelfCKO - Self-serve Checkout
RBR - Reserve Bookroom
Itemrpt - Item Online Reports
MHB - Homebound Menu
MINV - Inventory Menu
RBR - Reserve Bookroom
SerMenu - Serials Menu
AcqMenu - Acquisitions Menu
MAdmin - Administration Menu
Itemrpt - Item Online Reports
report - Reports Menu
email - Lotus Notes
MS_Word - Microsoft Word

The Horizon Sunrise Navigator uses a menu structure similar to MS Windows Explorer, and allows users to access multiple modules or other programs and run them simultaneously.

Security

The Horizon Sunrise system leverages security on three different layers:

- The network
- The database itself
- The Horizon Sunrise application with field level security

The Horizon Sunrise application layer employs a two-level security structure. On the first level are security profiles that define the enabled tables, menus, and program functions. On the second level are individual user IDs and passwords. Each ID and password combination is associated with a first-level security profile. This allows, for example, a security profile for a circulation clerk to be profiled once and used repeatedly for the entire user class, eliminating the need for redundant security profiling.

Horizon Sunrise provides several sophisticated passkey procedures that enable you to protect the system. You control who can open which modules, as well as who can view which tables of information within a given module.

When you combine the security features of Horizon Sunrise, the amount of overall security provided is remarkable. If you have not authorized a workstation to access a particular module, the system will deny entry no matter what a user's security level is. If you set the workstation to allow access to a desired module, but a user has not been registered and given a passkey, the system will still deny the user access.

Standards

Horizon Sunrise supports a variety of standards important to libraries, including (but not limited to) **MARC 21**, **Z39.50**, **SIP, TCP/IP**, **SQL**, **X12, EDIFACT, BISAC,** and **SISAC**.

Horizon Sunrise is Z39.50 standard-compliant on both the client side and the server side, so it gives your patrons access to the world of information—your libraries' catalogs, catalogs of other systems with Z39.50 servers, other vendors' databases, and any other Z39.50, gopher, or WWW resource. Horizon Sunrise also allows patrons to access the system from any Z39.50 client, or via the Web using *i*Pac with web browsers.

As a voting member of NISO and a charter member of the Z-Standards Implementers Group (ZIG), *epixtech* is a participant in the development of many industry standards.

epixtech keeps abreast of emerging standards by serving on various standards committees. Be assured that we will be at the forefront for new standard adoptions and compliance.

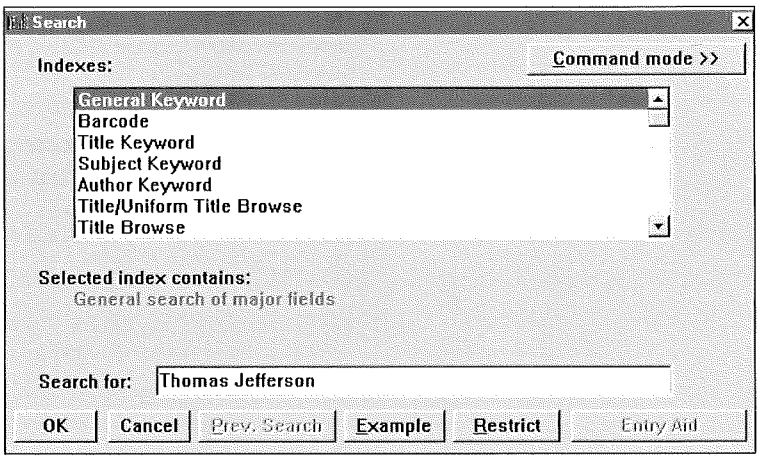
STAFF PAC

Powerful searching capability combined with ease of use and a Windows environment to which staff are accustomed.

Horizon Sunrise's Z39.50 public access catalog for staff serves as the primary interactive link between the staff members and your library collections. It consists of a set of user-oriented query functions for search and retrieval of records contained in the bibliographic database. Staff PAC interacts with the authority records and interfaces with multiple library subsystems, such as circulation (e.g., providing status and location information), serials (e.g., providing detailed records of holdings and bindery information), cataloging (e.g., providing in-process information). It also provides connections between the system, local and wide area networks, and other computer systems.

Some of Horizon Sunrise's Staff PAC features include:

- Customized search menus for specific audiences
- Keyword searches (including Boolean operations)
- Search limiting
- Browsable lists of titles, authors, call numbers, etc.
- Cross-references and related works
- Clear, concise help screens
- Diacritics
- Keyword browse in Unicode (with Windows NT/2000)
- Hold requests
- Dynamic links between reference databases and library holdings
- Z39.50 access to any compliant server, via the network
- Sorting of search results
- Bookmarking
- Saving, printing, e-mailing of search results

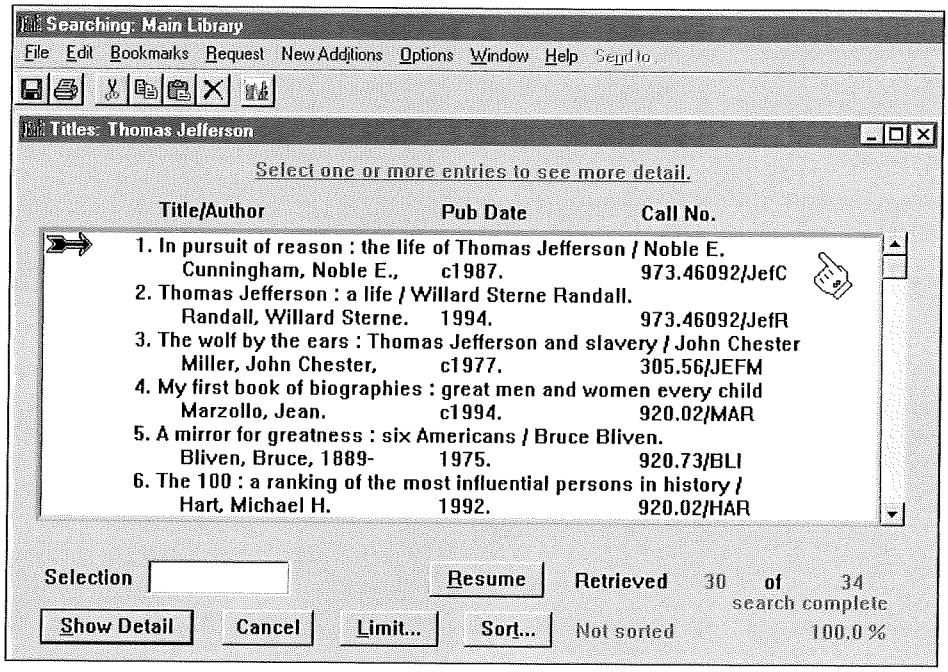


Sample search index screen (staff interface).

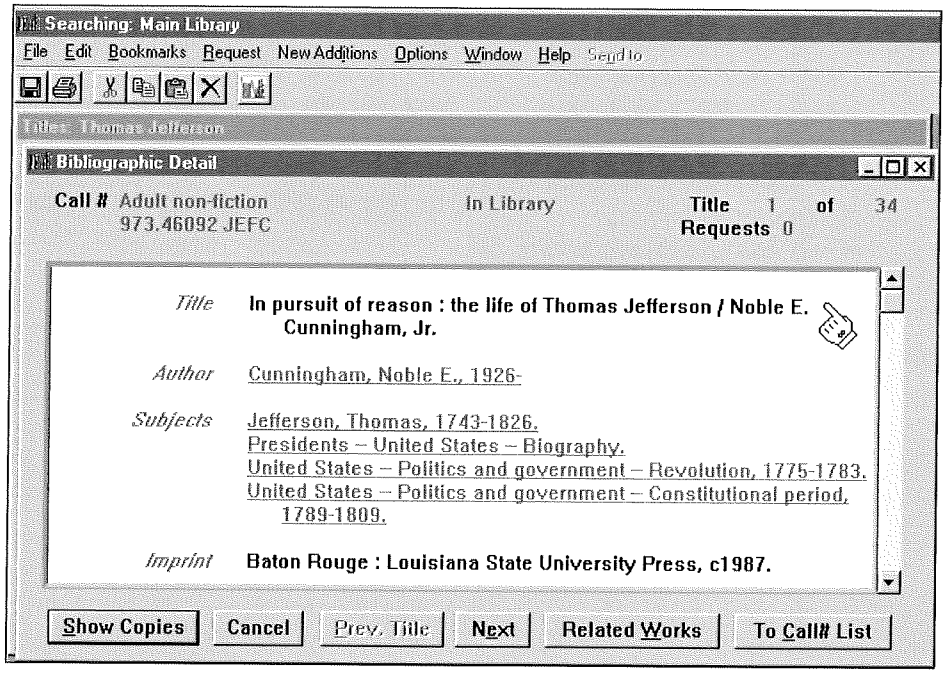
Bibliographic Record Display

There are generally three levels of bibliographic record displays in PAC.

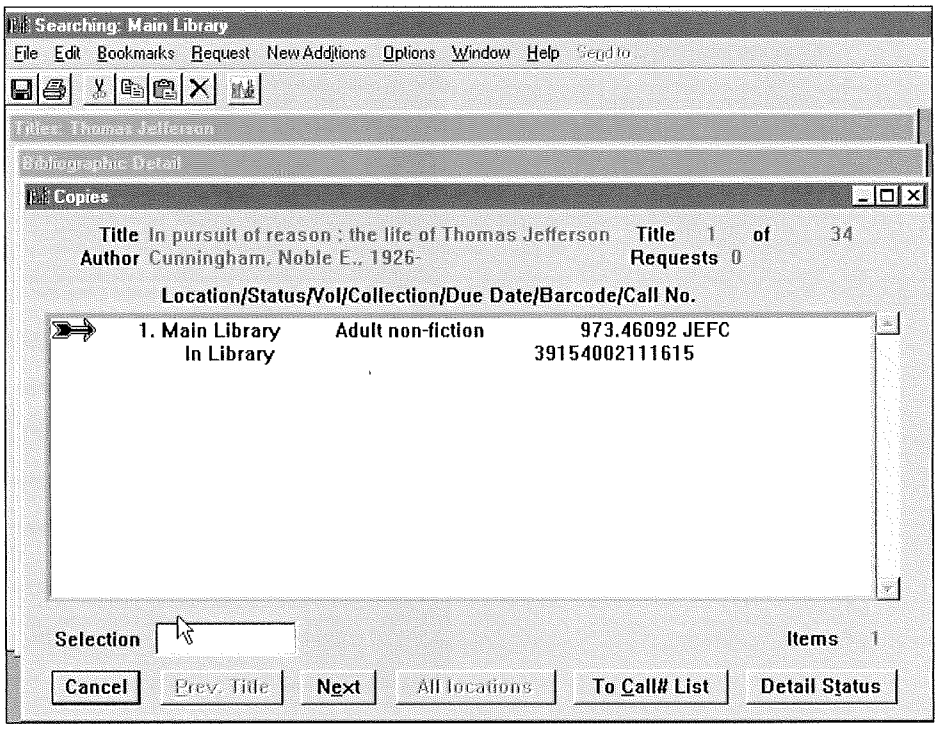
1) The Bibliographic List Window
This window displays all the records that the search string retrieved. Only the minimum elements of these records are displayed, such as title, author, and call number.


Searching: Main Library
File Edit Bookmarks Request New Additions Options Window Help Send to
Titles: Thomas Jefferson
Select one or more entries to see more detail.
Title/Author Pub Date Call No.
1. In pursuit of reason : the life of Thomas Jefferson / Noble E.
Cunningham, Noble E., c1987. 973.46092/JefC
2. Thomas Jefferson : a life / Willard Sterne Randall.
Randall, Willard Sterne. 1994. 973.46092/JefR
3. The wolf by the ears : Thomas Jefferson and slavery / John Chester
Miller, John Chester, c1977. 305.56/JEFM
4. My first book of biographies : great men and women every child
Marzollo, Jean. c1994. 920.02/MAR
5. A mirror for greatness : six Americans / Bruce Bliven.
Bliven, Bruce, 1889- 1975. 920.73/BLI
6. The 100 : a ranking of the most influential persons in history /
Hart, Michael H. 1992. 920.02/HAR
Selection
Resume
Retrieved 30 of 34
search complete
Show Detail
Cancel
Limit...
Sort...
Not sorted
100.0 %

2) The Bibliographic Detail Screen
Selecting one record from the list will display the full bibliographic record, which includes all the detail the library wishes to display.


Searching: Main Library
File Edit Bookmarks Request New Additions Options Window Help Send to
Bibliographic Detail
Call # Adult non-fiction
973.46092 JEFC
In Library
Title 1 of 34
Requests 0
Title In pursuit of reason : the life of Thomas Jefferson / Noble E. Cunningham, Jr.
Author Cunningham, Noble E., 1926-
Subjects Jefferson, Thomas, 1743-1826.
Presidents – United States – Biography.
United States – Politics and government – Revolution, 1775-1783.
United States – Politics and government – Constitutional period, 1789-1809.
Imprint Baton Rouge : Louisiana State University Press, c1987.
Show Copies
Cancel
Prev. Title
Next
Related Works
To Call# List

3) Copies Window
Clicking the "Show Copies" button will retrieve item-level information on availability, location, etc.



Multimedia formats can be linked to individual bibliographic records.

Some of these possible media formats include:

- clips from videotape
- music clips
- a full-text music score
- an image of a composer, author, or artist

Linking Multimedia Files

You can link just about anything to a bibliographic record via the 856 tag in the MARC record, including full text files, images, sounds, video clips, database files, etc. The user will see a message such as "Click here to display image" in the full record display, depending on what has been cataloged in the 856 tag. Clicking on the hypertext link launches an appropriate helper application, which in turn displays whatever file has been linked to record. The path to the media location is stored in the 856 tag in the MARC record.

The University of Detroit Mercy Libraries/Media Services

FATHER EDWARD J. DOWLING, S.J.
Great Lakes Shipping Collection Database

[Previous] [Next] [To Brief] [To Browse] [To search]

Long View for University of Detroit Mercy Great Lakes Shipping Collection Database

Your Search: Ship Name Browse = _zb12_42_869_870 Duluth
Displaying Record: **2 of 4**

Name of Ship	Duluth
Changes in Ship's Name	City of Cheboygan City of Port Huron
Registry Number	US 157279
Year Ship Built	1890
Year Engine Built	1890
Final Disposition	Abandoned, 1941.
Company Name	S.T. Norrell, Superior, Wisc. E.M. Carleton, Cleveland, Ohio. Port Huron & Sarnia Ferry Co. State of Michigan.
Name of Shipbuilder(s)	Cleveland Dry Dock Co. ship builder Cleveland Ship Building Co. engine builder
Place Ship Built	United States
Hull Number	None.
Type of Vessel	Ferry
Built of	Wood
Length	98 ft.
Width	29.9 ft.
Height	10 ft.
Gross Tonnage	247 t.
Net Tonnage	163 t.
Engine Type	Fore and Aft
Piston #1	20 in.
Piston #2	38 in.
Stroke	24 in.
Images	As a Duluth and Superior ferry boat, during the 1890s. Bow view around the turn of the century. Similar view of the Duluth near Cheboygan, Michigan. Working in Cleveland, Ohio as a ferry and excursion boat. As the City of Cheboygan during the 1920s.

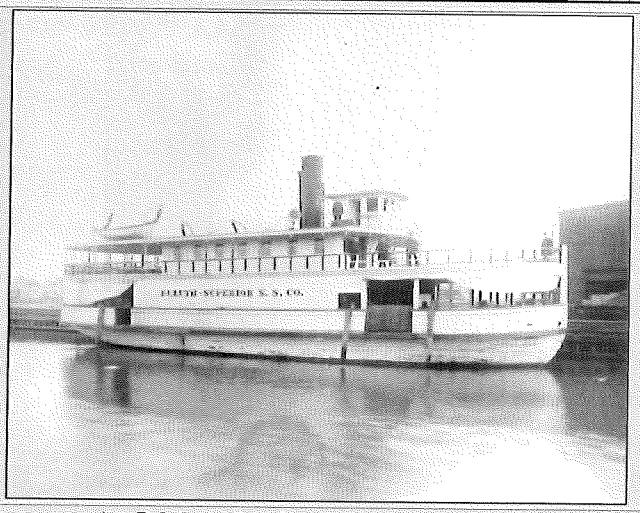
A patron can click on any of these links to see a different image

[Previous] [Next] [To Brief] [To Browse] [To search]

One client uses Horizon to store and access information on a shipping collection. When a patron selects one of the image links in the MARC record (above) the associated image displays (below).

The University of Detroit Mercy Libraries/Media Services

FATHER EDWARD J. DOWLING, S.J.
Great Lakes Shipping Collection Database



As a Duluth and Superior ferry boat, during the 1890s.

*i*PAC

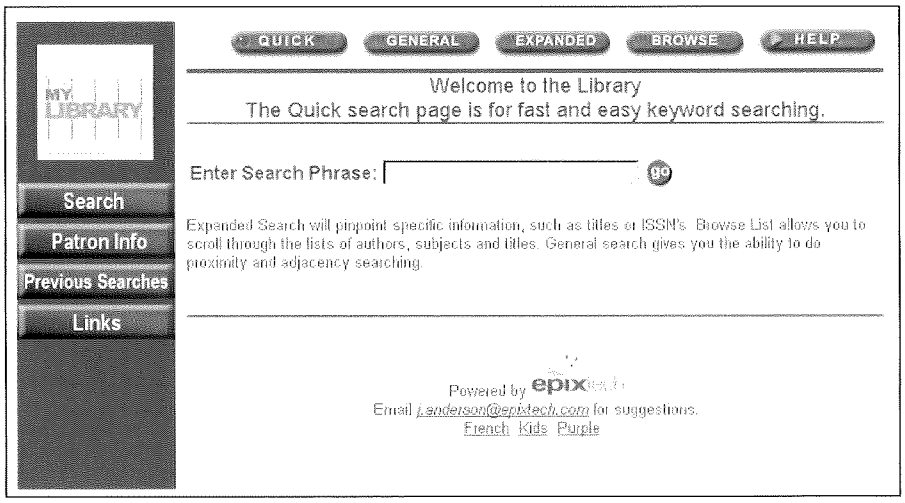
Do you want to make your collection available for searching from anywhere in the world? *i*Pac offers powerful searching combined with patron authentication.

Because every client customizes *i*Pac to a large extent, it is impossible to show a "typical" *i*Pac site in operation, but here are some examples.

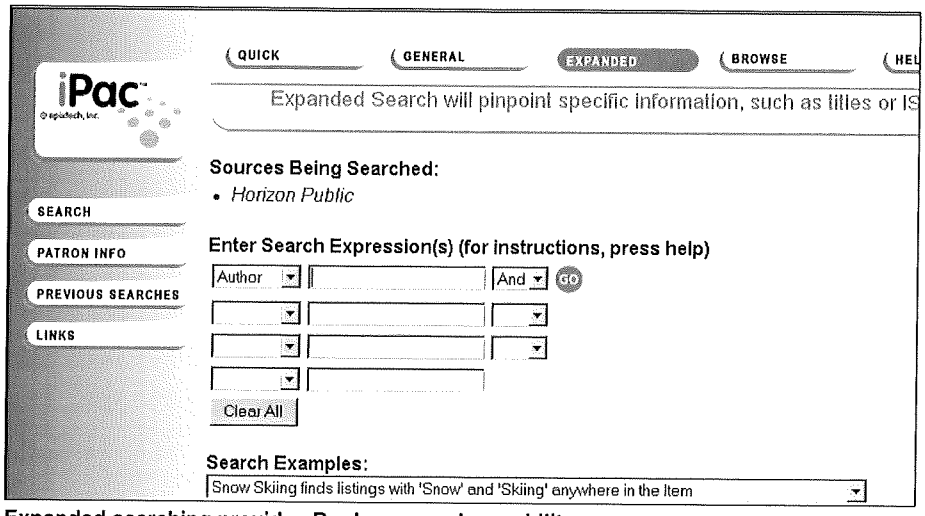
***i*Pac** is a seamless way to provide one search interface for everyone, whether they are searching from inside the library, from home, from the office, or from halfway around the world.

Some of the benefits of *i*Pac include:

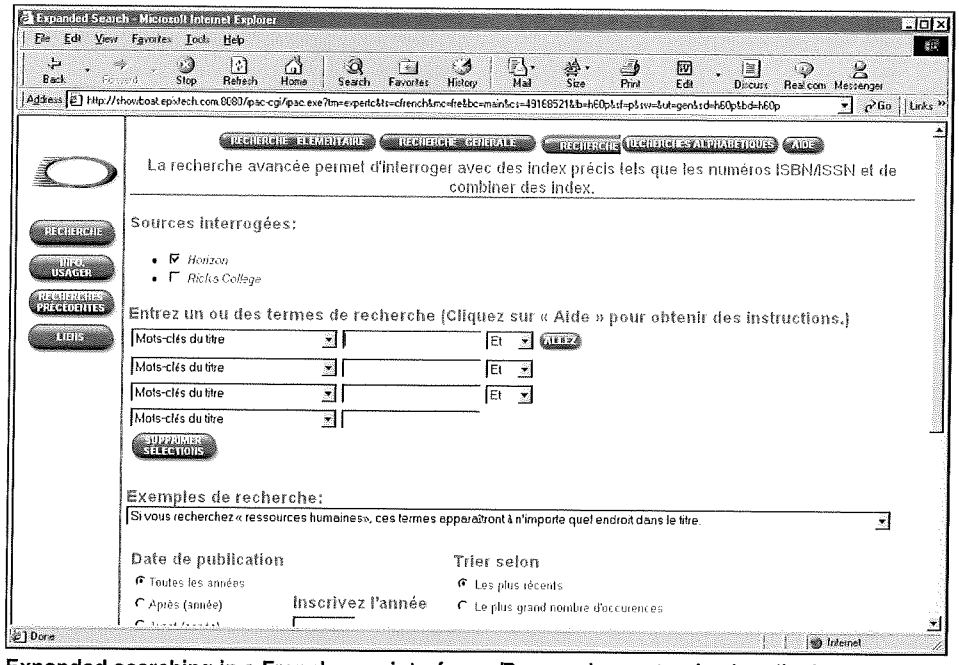
- Provides access to your library's on-line catalog from the World Wide Web
- Allows web browsers to access your library's catalog via your home page
- Delivers bibliographic-based search indexes in Horizon Sunrise
- Offers powerful sorting and filtering capabilities
- Stands alone as a website, or can be incorporated into your existing website
- Accesses Internet and Z39.50 resources
- Provides a one-stop information source for multiple Z39.50 and Internet resources
- Provides a consistent, graphical searching interface across databases
- Allows the library to customize searching and identify which fields are searched for each type of search (author, title, keyword)
- Provides access to any Z39.50 compliant database available over the Internet
- Checks your local catalog for holdings of a remote title with a simple click
- Streamlines database access
- Provides for Remote Patron Authentication for requests to various services
- Integrates with *epixtech's* Resource Sharing System and URSA for interlibrary loan requests
- Offers broadcast search functionality


QUICK
GENERAL
EXPANDED
BROWSE
HELP
MY LIBRARY
Search
Patron Info
Previous Searches
Links
Welcome to the Library
The Quick search page is for fast and easy keyword searching.
Enter Search Phrase:
go
Expended Search will pinpoint specific information, such as titles or ISSN's. Browse List allows you to scroll through the lists of authors, subjects and titles. General search gives you the ability to do proximity and adjacency searching.
Powered by epix
Email j.anderson@epixtech.com for suggestions.
French Kids Purple

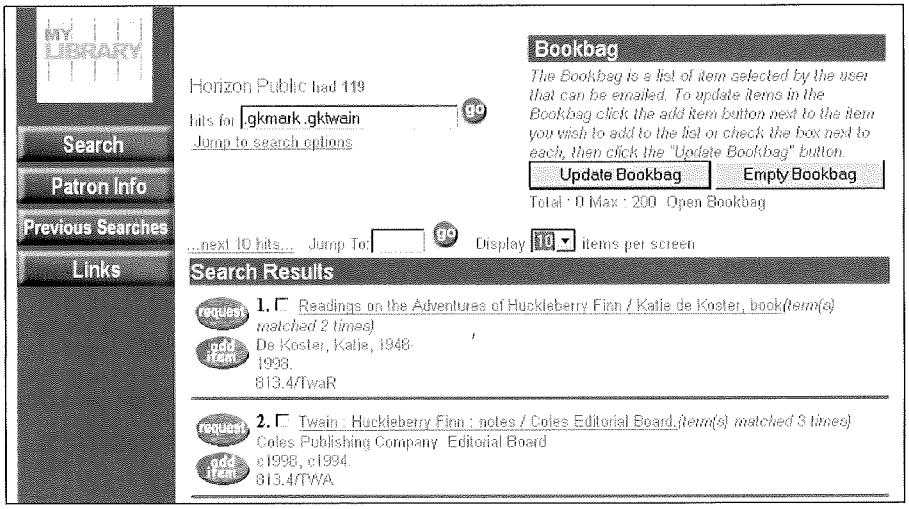
Quick search, keyword searching.



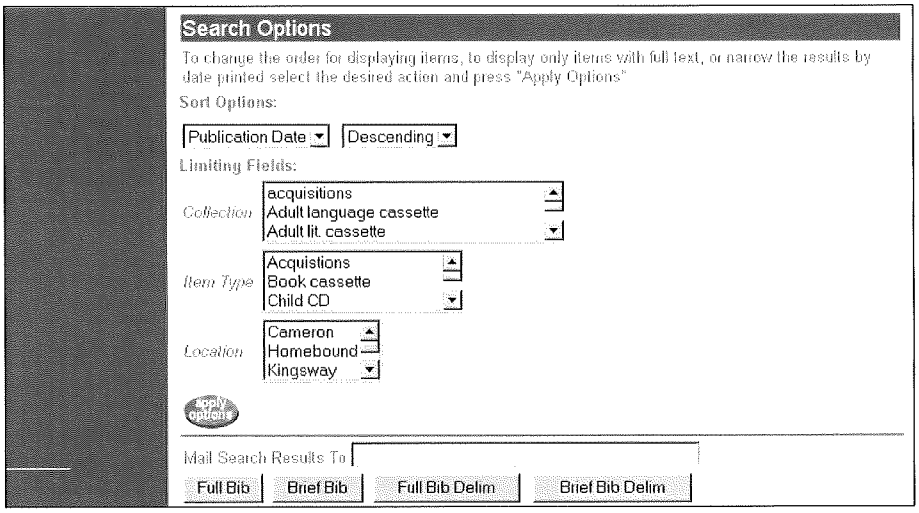
Expanded searching provides Boolean search capability.


Expanded Search - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Stop Refresh Home Search Favorites History Mail Size Print Edit Discuss Real.com Messenger
Address http://showboat.epixtech.com:8080/ipac-cgi/ipac.exe?tm=expertc&ts=cfrench&nc=frebbc=main&cs=49168521&tb=h60p&tf=p&sw=&ut=gen&sd=h60p&bd=h60p
Go Links
RECHERCHE ELEMENTAIRE
RECHERCHE GENERALE
RECHERCHE
RECHERCHES ALPHABETIQUES
AIDE
La recherche avancée permet d'interroger avec des index précis tels que les numéros ISBN/ISSN et de combiner des index.
RECHERCHE
MES USAGER
RECHERCHES PRECEDENTES
LIENS
Sources interrogées:
• Horizon
• Ricks College
Entrez un ou des termes de recherche (Cliquez sur « Aide » pour obtenir des instructions.)
Mots-clés du titre
Et
ALLEZ
SUPPRIMER SELECTIONS
Exemples de recherche:
Si vous recherchez « ressources humaines », ces termes apparaîtront à n'importe quel endroit dans le titre.
Date de publication
Toutes les années
Après (année)
Inscrivez l'année
Trier selon
Les plus récents
Le plus grand nombre d'occurences
Done
Internet

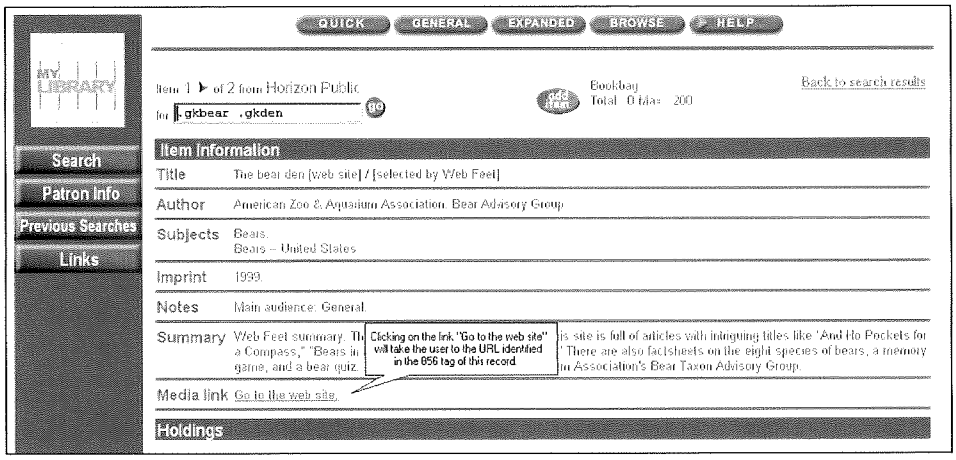
Expanded searching in a French user interface. *i*Pac can be customized to display an interface in any language you choose.


MY LIBRARY
Search
Patron Info
Previous Searches
Links
Horizon Public had 119
hits for .gkmark .gktwain
Jump to search options
Bookbag
The Bookbag is a list of item selected by the user that can be emailed. To update items in the Bookbag click the add item button next to the item you wish to add to the list or check the box next to each, then click the "Update Bookbag" button.
Update Bookbag
Empty Bookbag
Total : 0 Max : 200 Open Bookbag
...next 10 hits... Jump To:
Display 10 items per screen
Search Results
request
add item
1. Readings on the Adventures of Huckleberry Finn / Katie de Koster, book(item(s) matched 2 times)
De Koster, Katie, 1948-
1998.
813.4/TwaR
2. Twain : Huckleberry Finn : notes / Coles Editorial Board.(item(s) matched 3 times)
Coles Publishing Company. Editorial Board
c1998, c1994.
813.4/TWA

Search Results screen. The user determines how many items display per screen. You can "jump" to other hits in the lists.

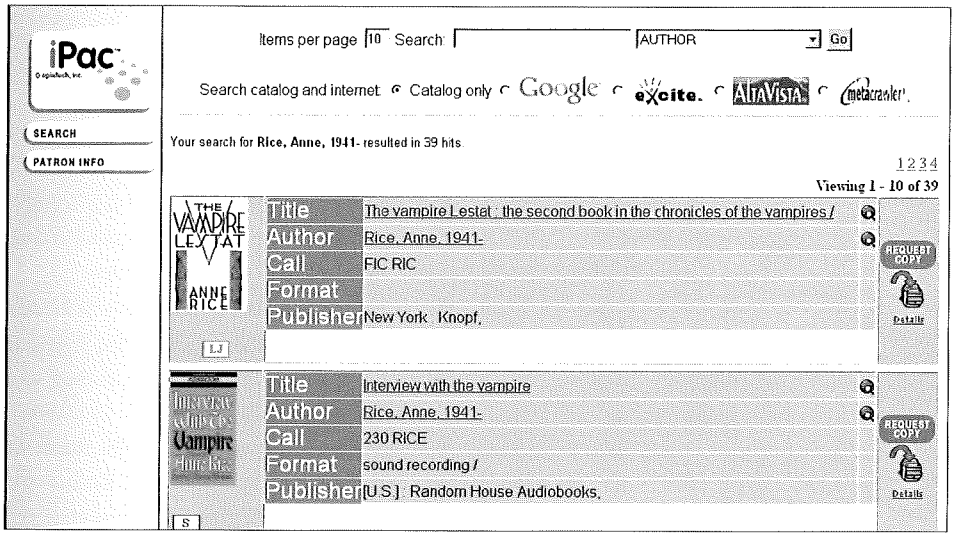


User can sort, limit, and e-mail search results.


QUICK
GENERAL
EXPANDED
BROWSE
HELP
MY LIBRARY
Search
Patron Info
Previous Searches
Links
Item 1 of 2 from Horizon Public
for .gkbear .gkden
Bookbag
Total : 0 Max : 200
Back to search results
Item Information
Title The bear den [web site] / [selected by Web Feet]
Author American Zoo & Aquarium Association. Bear Advisory Group
Subjects Bears.
Bears -- United States
Imprint 1999.
Notes Main audience: General.
Summary Web Feet summary. Th
a Compass," "Bears in
game, and a bear quiz.
Clicking on the link, "Go to the web site" will take the user to the URL identified in the 856 tag of this record.
is site is full of articles with intriguing titles like "And Ho Pockets for
There are also factsheets on the eight species of bears, a memory
n Association's Bear Taxon Advisory Group.
Media link Go to the web site.
Holdings

Staff can link URLs, images, database files, etc. in the 856 tag and make them accessible to patrons.

iPac 2.0, already available for our Dynix product and scheduled for release for Horizon Sunrise in October of 2001, offers additional enhancements, such as the ability to simultaneously search internet sites as well as catalogs, and the ability to view book jackets and reviews, as shown in the screen shot below.


iPac
SEARCH
PATRON INFO
Items per page 10 Search AUTHOR Go
Search catalog and internet Catalog only Google excite. AltaVista metacrawler
Your search for Rice, Anne, 1941- resulted in 39 hits
1 2 3 4
Viewing 1 - 10 of 39
Title The vampire Lestat : the second book in the chronicles of the vampires /
Author Rice, Anne, 1941-
Call FIC RIC
Format
Publisher New York : Knopf,
REQUEST COPY
Details
LJ
Title Interview with the vampire
Author Rice, Anne, 1941-
Call 230 RICE
Format sound recording /
Publisher [U.S.] : Random House Audiobooks,
REQUEST COPY
Details
S

CIRCULATION

Quick checkin and checkout functions, featuring on-the-fly item cataloging and patron registration, in-house use tracking, and sophisticated parameter configuration.

One of the modules that most directly affects patron satisfaction is Circulation. Functions in circulation happen generally as face-to-face interactions between library patrons and staff. For a positive interaction, the circulation module must perform its checkout task quickly and it must provide ready access to specific information about patron accounts.

The Horizon Sunrise circulation module quickly and efficiently performs these tasks, increasing patron satisfaction while accurately managing circulation policies and tracking materials. Horizon Sunrise circulation functions include:

- Full support of coded identifiers, including barcodes and magnetic stripes.
- Quick and efficient two-step checkout: (1) scan borrower barcode (2) scan item barcode. The borrower barcode is scanned only once, even when checking out multiple items.
- Quick and efficient one-step checkin: (1) scan item barcode.
- Management of queues for items held (patron requesting to be next borrower) and recalled (patron requesting to be next borrower with accelerated due date), including automatic alert to place the item on hold during checkin.
- Requests are automatically filled with a newly available item at the pickup location, even if another item is in transit to fill the request.
- Automatic in-transit management, allowing libraries to accept checkins for other locations.
- Ability to edit item records to add barcodes or special notes regarding materials condition.
- Ability to add item and patron records on-the-fly.
- Online ability to add and edit patron records directly from the circulation desktop.
- Online ability to accept payments, waive fines, and place blocks on patron records.
- Sophisticated three-dimensional circulation privileges matrices based upon location, item type, and patron types.
- Full security features, allowing the library to differentiate privileges for circulation clerks, supervisors, and professional staff.
- Self-serve circulation module where library patrons are able to circulate materials to themselves.
- PC Reliance circulation module where library staff members are able to circulate materials to themselves, even when the main server is unavailable.
- Automatically generated Day End statistics with report printing from any workstation.
- Direct SQL querying for reports using a third-party report generator such as ReportSmith.
- Compliance with the 3M SIP 2.0 protocol.
- Interface to DebtCollect, enabling libraries to send long overdue account information to collection agencies.
- Shared Borrower tables for consortium support.
- Floating collection management.

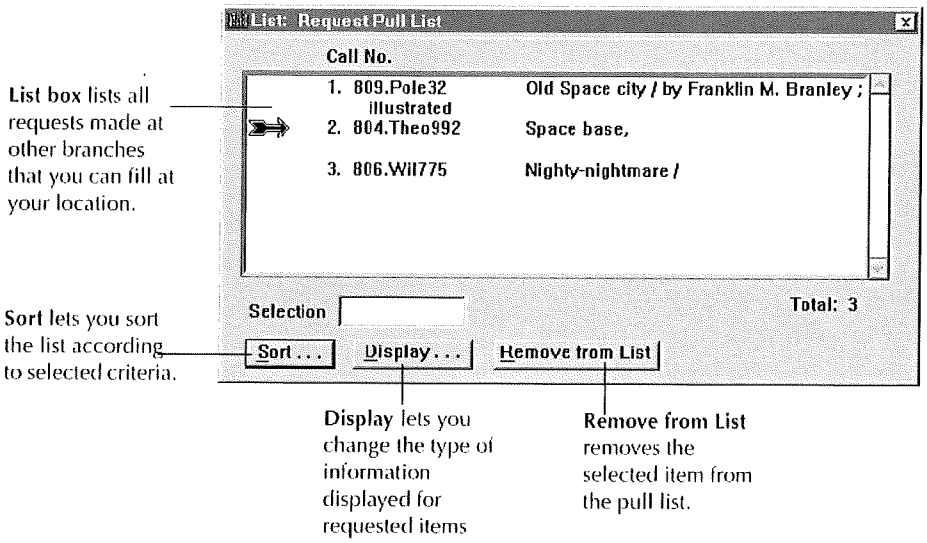
- Homebound and Bookmobile functionality.

Holds

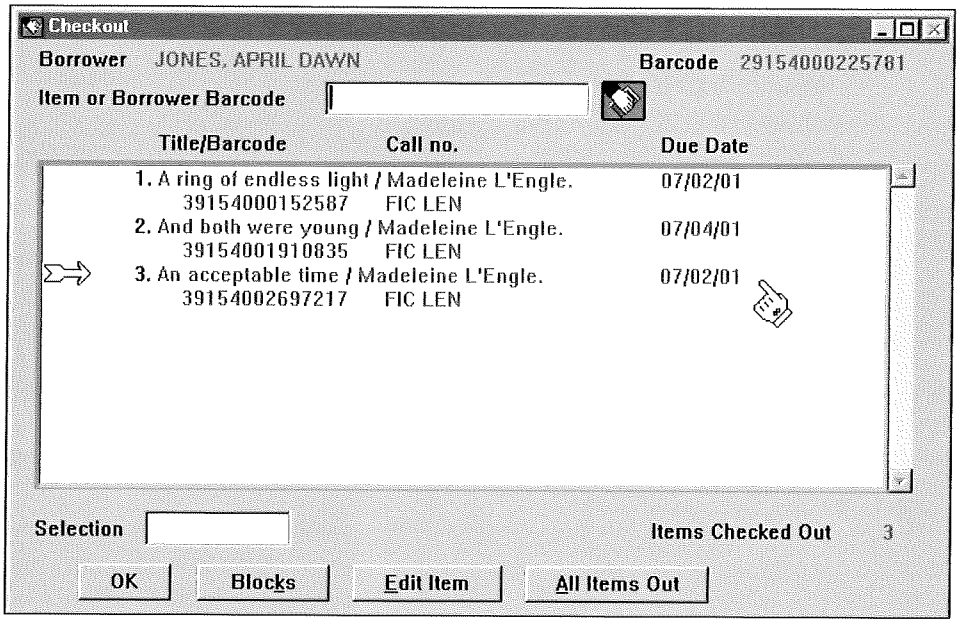
When a request is made at another location for an item shelved at your location, the request appears on the Request Pull List at your branch. You can use this list to pull the items to be sent to fill the requests at other branches.

Items appear on the Request Pull List only when a staff member checks them in at your branch. If requested items are checked out, they do not appear on the Pull List. Instead, a message appears when a staff member checks them in, informing the checkin clerk that they should be sent to another location.

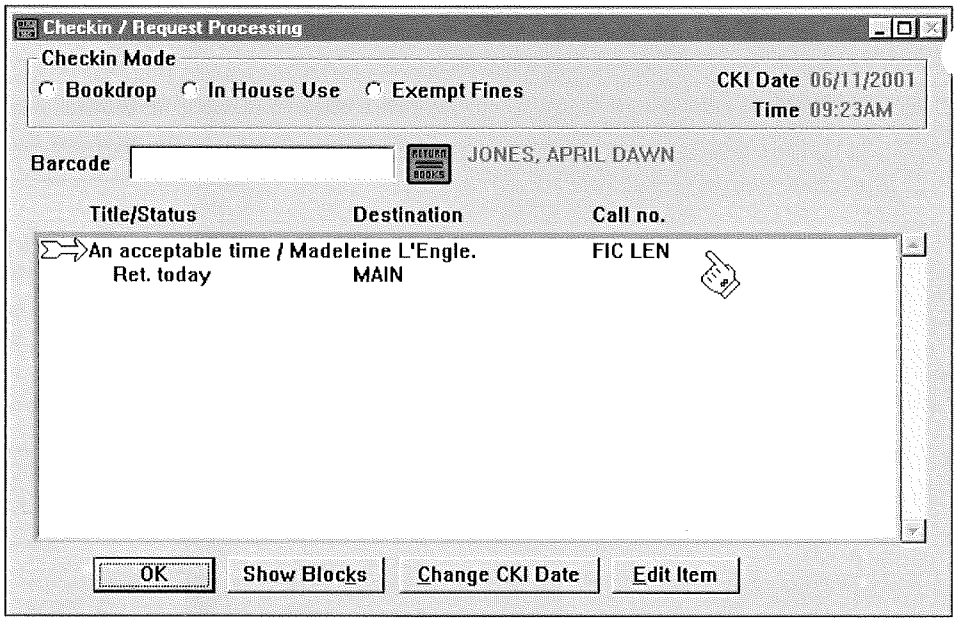
The Request Pull List can be sorted according to library-defined criteria.


List: Request Pull List
Call No.
1. 809.Pole32 illustrated
Old Space city / by Franklin M. Branley ;
2. 804.Theo992
Space base,
3. 806.Wil775
Nighty-nightmare /
Selection
Total: 3
Sort . . .
Display . . .
Remove from List
List box lists all requests made at other branches that you can fill at your location.
Sort lets you sort the list according to selected criteria.
Display lets you change the type of information displayed for requested items
Remove from List removes the selected item from the pull list.

Checkout takes two steps: wand the patron's barcode, then wand all items you wish to check out to the patron. Patron blocks pop up automatically when the patron's barcode is entered in the system.

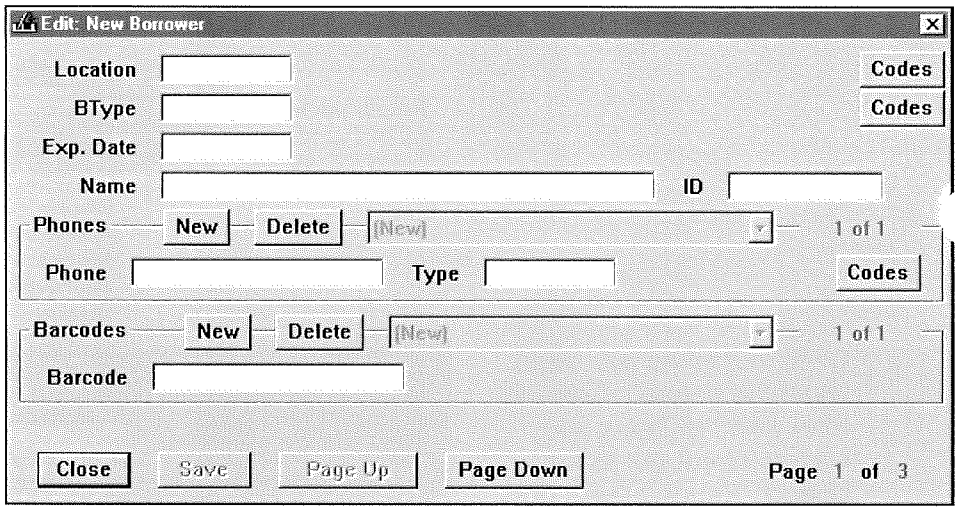


Checkin is a rapid process. The system alerts the operator if there is a hold on a particular item or if the item needs to be sent to Cataloging, etc.



Patron registration is easy; you can configure as many location and borrower types (BTypes) as you need. Circulation privileges are based both on item type and BType.

This is Screen 1 of 3 successive registration screens. If you need an additional field not normally included in patron records, it can be easily added using Horizon Sunrise's Table Editor.



Inventory

The Inventory module enables staff to inventory a section of the library or a complete library including branch locations. Along with the ability to use portable barcode readers (Telxon, etc.), the module accepts and orders non-sequential input from multiple readers. Reporting will include shelflists, reports of misshelved items, and a reconciliation report against lost/claimed return items.

The Inventory module also has the following functionality:

- Verify item(s) and identify missing or misplaced items, materials belonging to other libraries, and bar-coded items with no matching item record
- Scan barcode labels at any location and store the barcode numbers in a portable barcode reader
- Transfer the information from the portable reader to the system

Reserve Book Room

Reserve Book Room offers a seamless way to integrate Reserve room functions with Circulation.

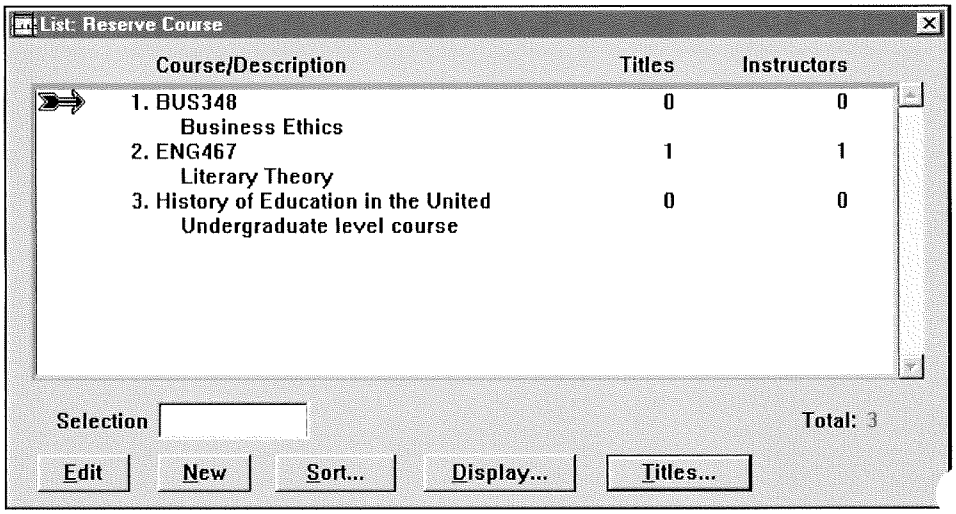
Many libraries place a portion of the collection on reserve, either for frequently-used materials or in connection with specific courses or departments. These materials frequently circulate for shorter time periods than materials in the general collection. In addition, materials placed on reserve for courses need to be searchable from the PAC by course numbers, course titles, and course instructors. Finally, many of the materials placed on reserve may not be part of the library's collection, either because they are photocopied excerpts or materials owned by the course instructor.

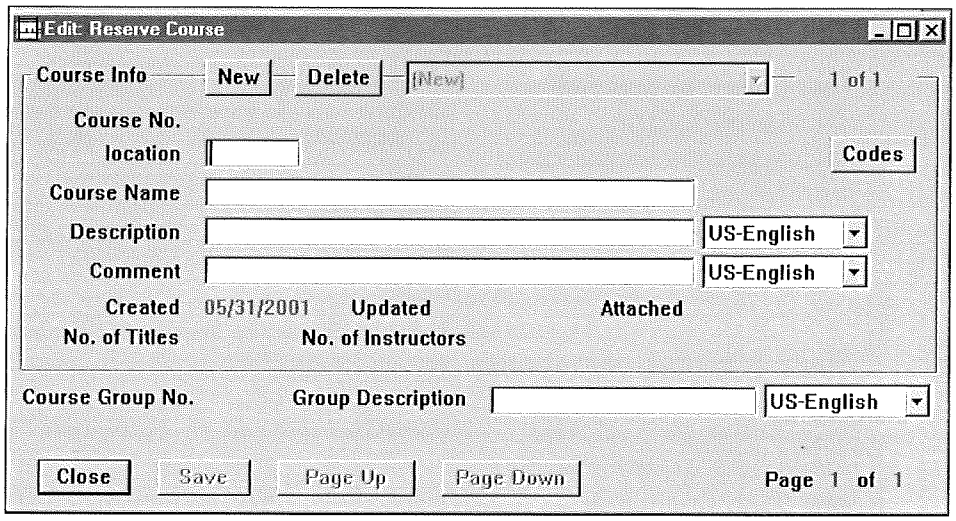
The Horizon Sunrise Reserve module is designed to address these concerns. The features of Horizon Sunrise Reserves include:

- Ability to place an item on reserve for more than one course.
- Ability to associate an instructor with multiple courses.
- Ability to associate a course with multiple instructors.
- Separately tracked reserve statistics.
- Ability to archive and re-activate reserve records, both manually and with automatic reminders.
- Maintenance of permanent item information in "archive" while material is on reserve.
- PAC search by course instructor, course title, and course number.
- Automated workflows for flagging for reserve, placing on reserve, and withdrawing from reserve.
- Shorter loan periods; any loan period that you can define in days, hours, or minutes is supported.

Reserve Book Room works in conjunction with both the PAC and Circulation modules to designate titles with "reserve" status and to allow for special circulation parameters. However, the Reserve Book Room module also enables you to hook information to records that would not normally be part of the regular bibliographic record. Libraries can customize loan periods for reserve materials by hour or by day.

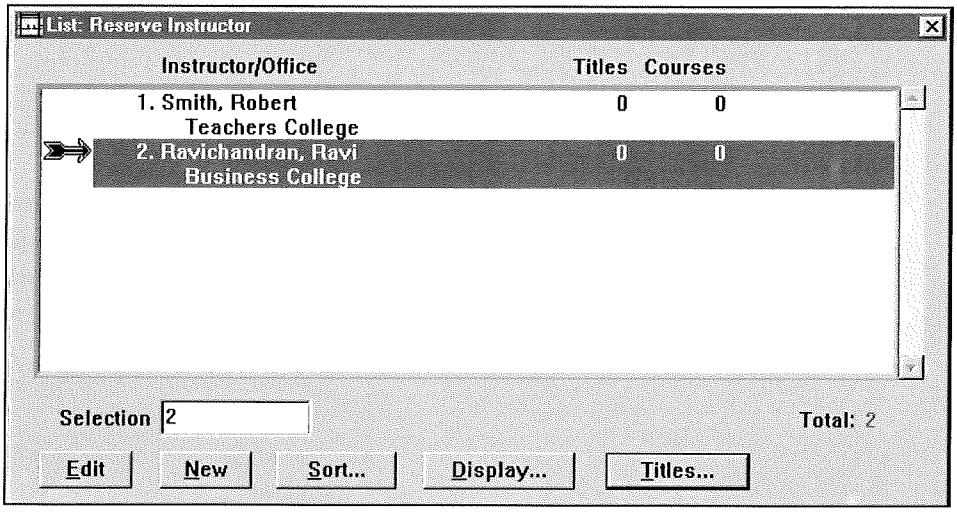
Courses are quickly added to the reserve list by clicking the New button. Courses are also linked directly to the instructors.



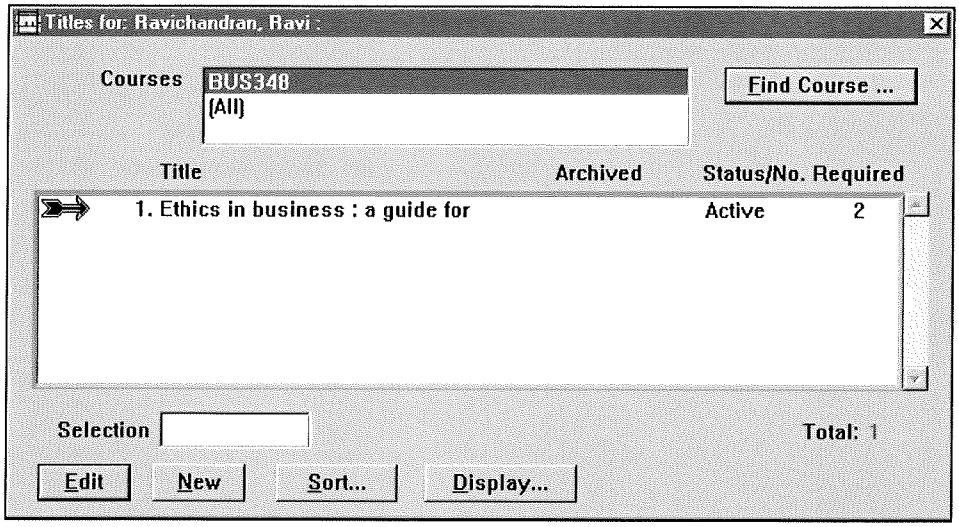


Edit Reserve Course Window.

The instructor database is quickly edited. New instructors are added by clicking the New button. You can display the titles on reserve for each instructor by highlighting the instructor and clicking the Titles button.



Titles can be linked to an instructor by searching PAC and then "sending" the title to Reserve—a 2-click process.



CATALOGING

Full screen editing and familiar navigation techniques make Horizon Sunrise's Cataloging intuitive and efficient to use.

The most important and valuable component in library automation is the database. In Horizon Sunrise, the bibliographic database is the central focus for each individual module. All modules will search and update data from independent clients that access the database through a network. All data resides on a single database, the Cataloging module is where librarians maintain that database by creating, importing, and exporting records.

Horizon Sunrise offers both MARC and non-MARC workforms, giving novice catalogers a quick way to key records into the database.

Horizon Sunrise's Cataloging module is designed to give your staff the greatest amount of control over your data with the greatest amount of flexibility offered in client/server systems today. Horizon Sunrise provides efficient cataloging operations with very strong support for your bibliographic database.

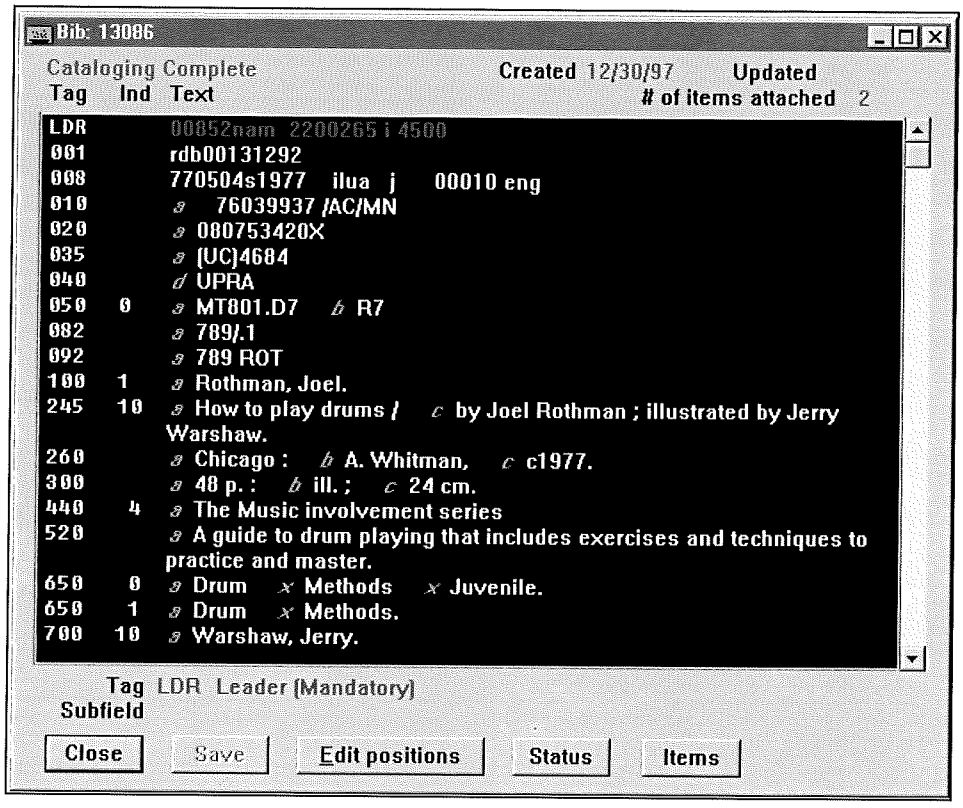
Some of the major functions and features of the Horizon Sunrise Cataloging module are:

- A powerful full-screen editor for maintaining a bibliographic database
- Editing features that are simple and logical to use
- Definable workforms for quick cataloging
- Records for all types of media for which there is a defined MARC format
- Ability to search and directly import records from any Z39.50 catalog
- Unicode for foreign language materials
- The option to print spine and pocket labels
- The ability for each library to define the indexes by which librarians access records
- Context-sensitive help, including MARC help
- Local fields support
- The ability to redefine MARC tags as needed or catalog in non-MARC if desired

To accommodate these tasks, Cataloging provides four main functions:

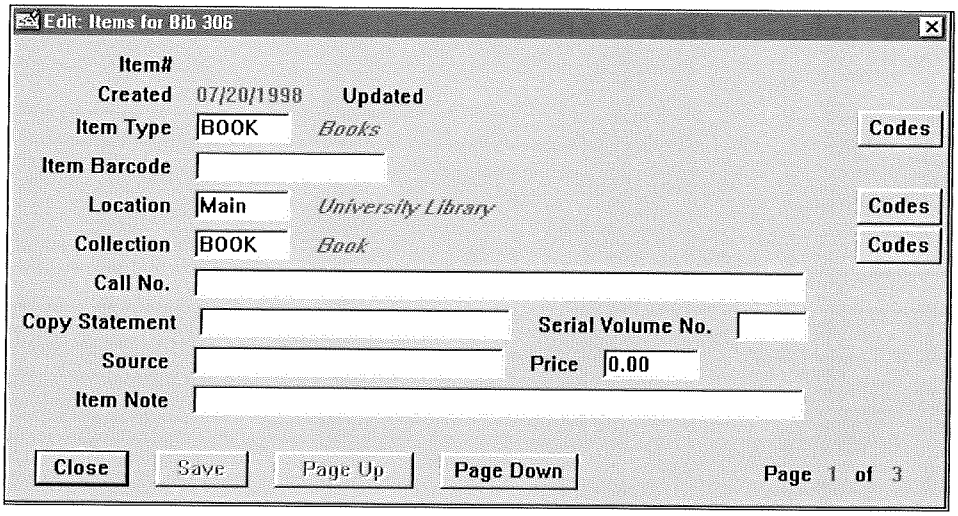
- Bibliographic record maintenance
- MARC editing
- Item maintenance
- Authority control

The bibliographic record window enables you to create and modify bibliographic records. Simply put the cursor where you want to edit a field, make your changes, and click Save. Records are updated in the database in real time—changes you make are immediately reflected in the OPAC. Add tags and subfields by choosing the appropriate menu bar commands (from a drop-down list) or by pressing Alt+T or Alt+S, respectively. View the list of attached items by clicking the Items button. Search for and attach authorities automatically by inserting any authority-controlled tag in a bibliographic record.


Bib: 13086
Cataloging Complete
Created 12/30/97
Updated
Tag Ind Text
# of items attached 2
LDR 00852nam 2200265 i 4500
001 rdb00131292
008 770504s1977 ilua j 00010 eng
010 ǂa 76039937 /AC/MN
020 ǂa 080753420X
035 ǂa (UC)4684
040 ǂd UPRA
050 0 ǂa MT801.D7 ǂb R7
082 ǂa 789/.1
092 ǂa 789 ROT
100 1 ǂa Rothman, Joel.
245 10 ǂa How to play drums / ǂc by Joel Rothman ; illustrated by Jerry Warshaw.
260 ǂa Chicago : ǂb A. Whitman, ǂc c1977.
300 ǂa 48 p. : ǂb ill. ; ǂc 24 cm.
440 4 ǂa The Music involvement series
520 ǂa A guide to drum playing that includes exercises and techniques to practice and master.
650 0 ǂa Drum ǂx Methods ǂx Juvenile.
650 1 ǂa Drum ǂx Methods.
700 10 ǂa Warshaw, Jerry.
Tag LDR Leader (Mandatory)
Subfield
Close
Save
Edit positions
Status
Items

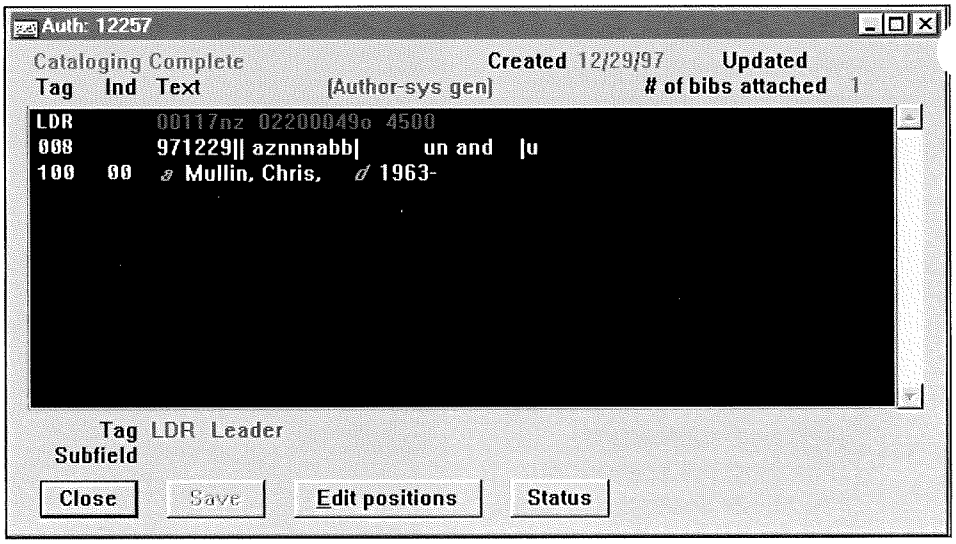
Click the Items button on any bibliographic record and you can add, edit, or delete item (holdings) records.

You can also copy existing item records to create new ones, eliminating the need for redundant data entry. Horizon Sunrise enables you to batch create item records by designating the number of records you wish to create and the range of barcode numbers you wish to be assigned to those records.



Authority records are modified in a similar fashion to bibliographic records. Authorities are system-generated upon record import/creation, or you can attach existing authorities to bibliographic records by using the Attach Auth to Bib command.

Cataloging staff can choose if the text they insert (e.g., in a 650 tag) becomes a system-generated authority record under authority control, or is simply kept as uncontrolled text.



SERIALS

The Horizon Sunrise Serials module helps you become more efficient through powerful prediction and claiming procedures.

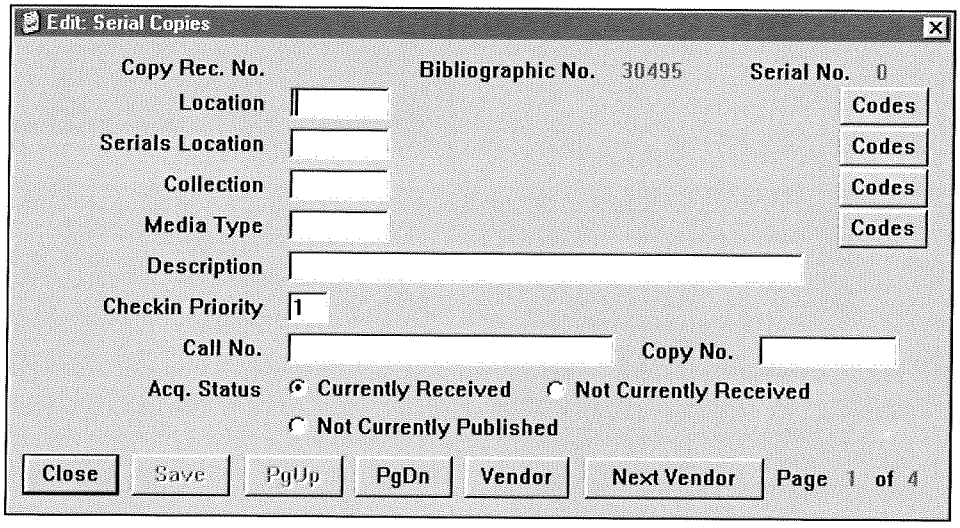
Serials maintenance has long been one of the most time-intensive processes in the library. An experienced serials librarian has historically been able to differentiate between pattern irregularities and missing issues far better than a computer. When missing issues are identified, claiming has been an entirely manual process. With increased patron demands for current information, serials receipts must be current and accurate.

Horizon Sunrise efficiently automates serials processing. With an extremely flexible chronology and enumeration prediction facility, serials maintenance becomes a by-product of a quick, two-step checkin process. Special handling, routing, label printing, and other instructions are integrated into the checkin workflow.

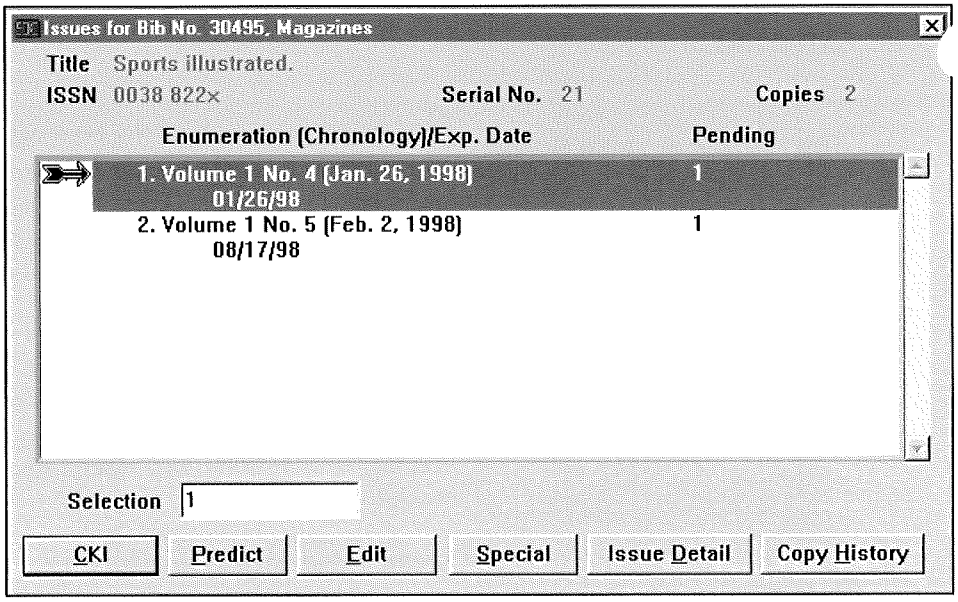
Serials includes the following features:

- Easy-to-use menus for checkin and serials control
- Sophisticated setup of publication patterns, from the simplest to the most complex
- Update of the PAC summary of holdings upon checkin of an issue
- Checkin Notes and workslips to provide for special handling procedures
- Ability to predict intervals for binding readiness
- Powerful serials prediction capability
- Automatic claiming based on predicted checkin dates
- Editing of Summary Holdings directly from Serials Checkin screen
- Serials Bindery tracking

The serials control record is the core of the serials module. Here is the first of four data entry screens for serials control.

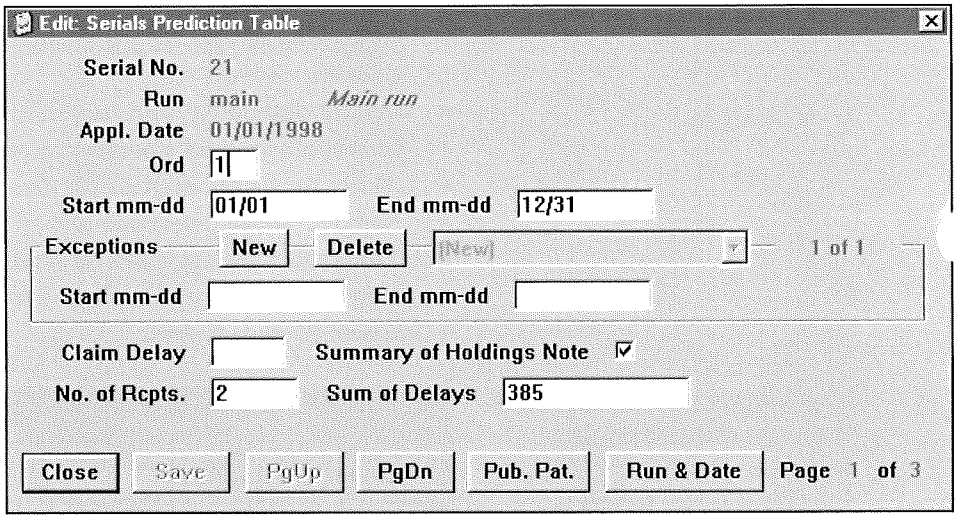


Serials checkin is quick, making use of the prediction feature. You can even wand SISAC barcodes to check issues in.



Horizon Sunrise's serials prediction function is unmatched by any system in the industry. Using Horizon Sunrise you will be able to create prediction patterns for just about every serial publication pattern.

Here is where you begin to enter prediction pattern information.



ACQUISITIONS

Acquisitions includes online ordering and budget maintenance.

Acquisitions (ACQ) has been designed from the ground up to accommodate the acquisition of all types of items, and to interact dynamically with the Serials module. Horizon Sunrise Acquisitions is designed to help library staff manage the processes involved with collection development, freeing them from repetitive data entry tasks by linking related acquisitions data together. Horizon Sunrise Acquisitions includes:

- desiderata file creation
- purchase order creation
- search and retrieval by any data element in the purchase order
- online vendor information maintenance
- purchase order status tracking, including orders back-ordered, canceled, out-of-print, or re-ordered from a different vendor
- automatic claiming based upon library-specified intervals
- automatic receipt tracking
- automatic vouchering and invoicing
- automatic fund account balance tracking
- budget summary reports
- budget hierarchy management
- automatic statement generation
- distribution of orders to different library collections
- distribution of order and item payment from multiple fund accounts
- separate technical services databases that allow consortium members to retain separation of acquisitions-related data while still participating in central production database for cataloging, circulation, and other functions
- online ordering and claiming via the EDIFACT or BISAC standards
- budget fiscal year allocation rollover capability
- approval process for purchase orders
- approval process for statements

The Horizon Sunrise Acquisitions module also aids in collection development by allowing Library staff to track:

- purchase requests
- actual purchases, complete with information regarding
  -requester
  -collection for which material was purchased
  -budget(s) that will pay for the materials
  -vendor from whom material was requested
  -material order status
- invoice and vouchering information
- fund account tracking
- vendor data, including performance statistics

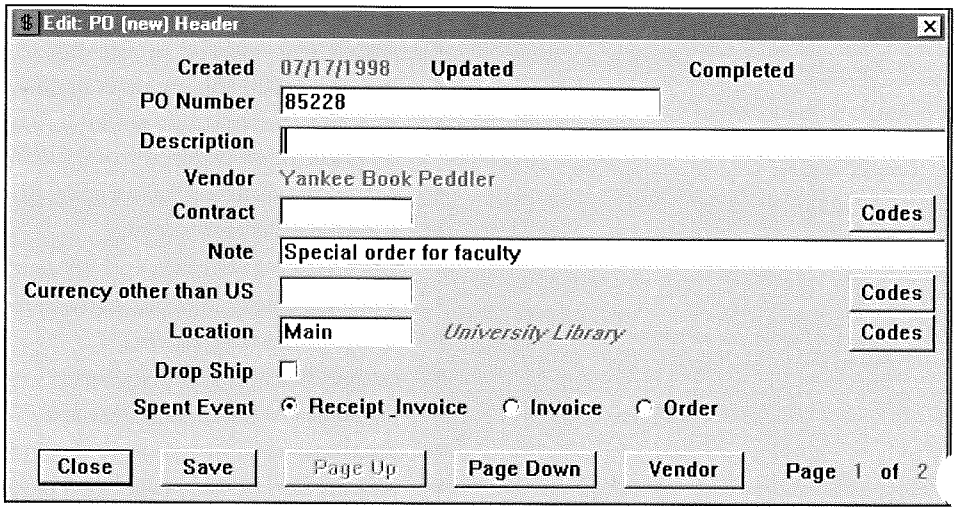
External Integration

Horizon Acquisitions allows you to send orders and claims electronically using EDIFACT or BISAC standards. In addition, because the Horizon application is

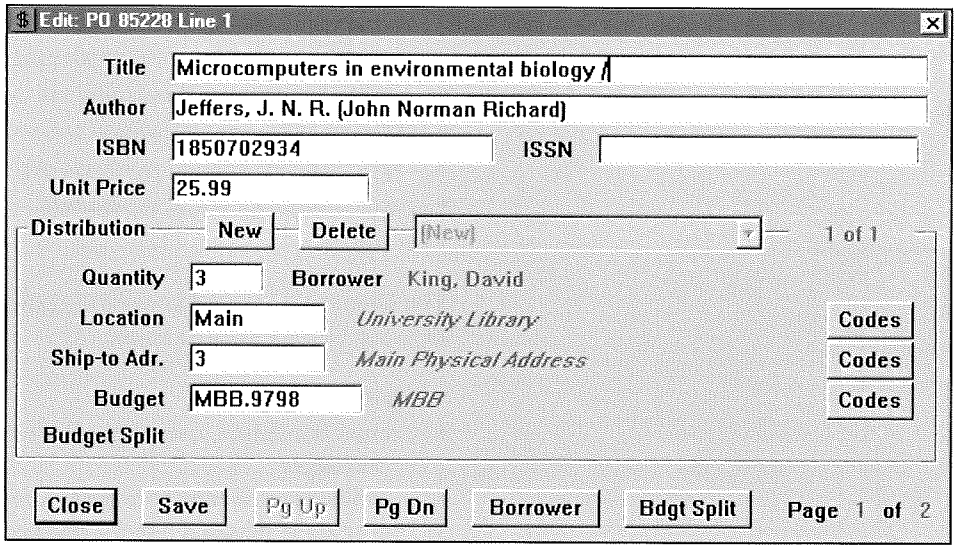
built over the Sybase relational database, you can create links between Horizon Sunrise and other systems, such as PeopleSoft. Documentation diagramming the Horizon table relations is included with your Horizon system, allowing your staff to link data elements between the library system and other applications.

Sybase table structures allow your library staff to export all Horizon data elements to interface with campus applications. A combination of Sybase table structures and *epixtech*-provided standard interface formats allow you to import data from other applications.

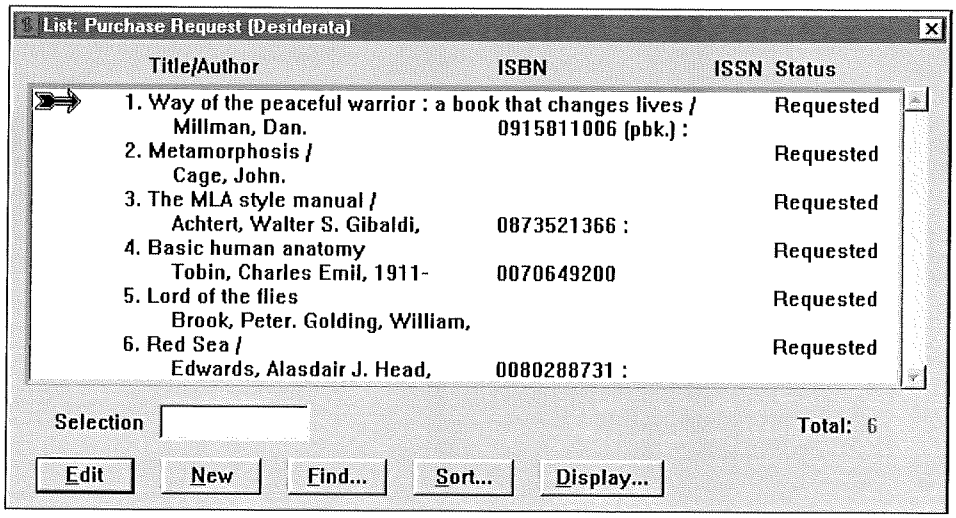
The PO Header is where information pertaining to all line items (such as vendor, currency, and PO number) is entered.



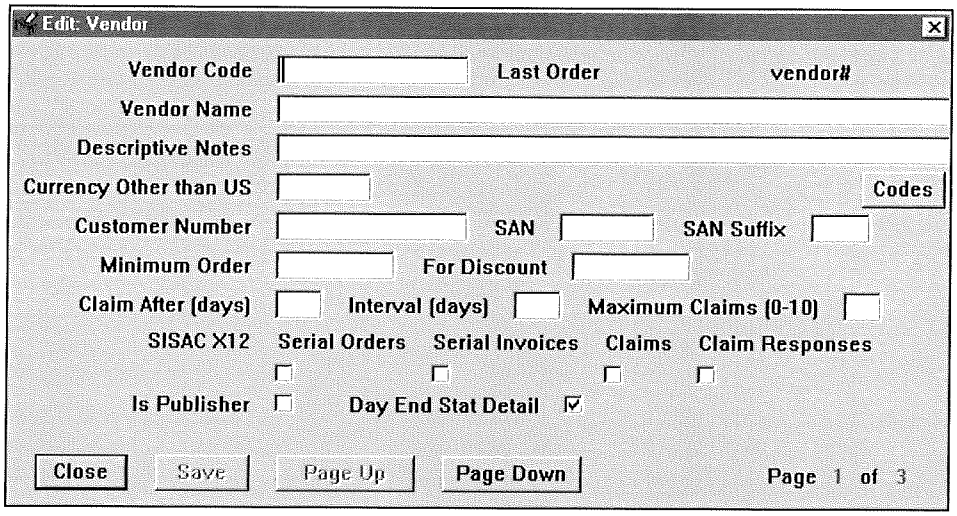
The PO Line Item data entry screen is where item-specific information is entered. This information can be copied directly from an OPAC search, eliminating redundant data entry.



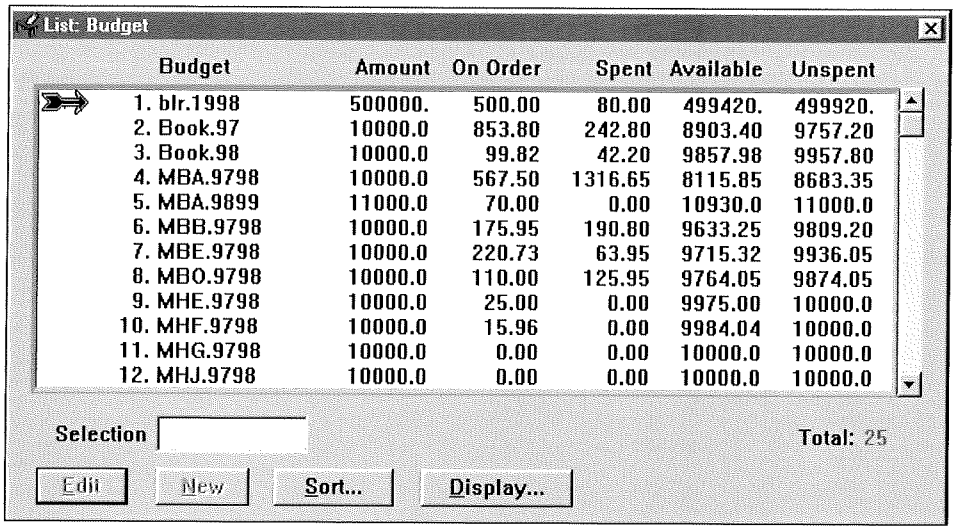
Horizon Sunrise Acquisitions enables you to create a purchase request list, get appropriate approvals, and then use that list to create line items on a purchase order.


List: Purchase Request (Desiderata)
Title/Author
ISBN
ISSN
Status
1. Way of the peaceful warrior : a book that changes lives / Millman, Dan. 0915811006 (pbk.) : Requested
2. Metamorphosis / Cage, John. Requested
3. The MLA style manual / Achtert, Walter S. Gibaldi, 0873521366 : Requested
4. Basic human anatomy Tobin, Charles Emil, 1911- 0070649200 Requested
5. Lord of the flies Brook, Peter. Golding, William, Requested
6. Red Sea / Edwards, Alasdair J. Head, 0080288731 : Requested
Selection
Total: 6
Edit
New
Find...
Sort...
Display...

Vendor maintenance is easy using these data entry screens. Fields can be added and modified to suit your library's needs.

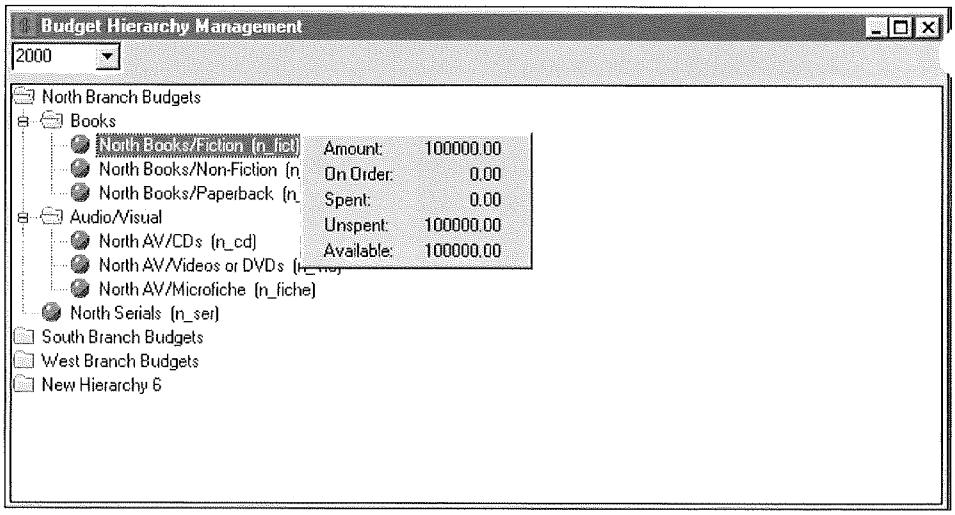


The Budget Report gives you an up-to-the-second report on your budgets. This report can be sorted and rearranged as necessary.



The Budget Hierarchy Management feature helps you get a bird's eye view of all budgeting statistics. Horizon Sunrise can accommodate an unlimited number of budgets and "nested" budgets.

Right-clicking on any item in the hierarchy will display a thumbnail view of any hierarchy, group, or individual budget.



Customization with the Horizon Sunrise Table Editor

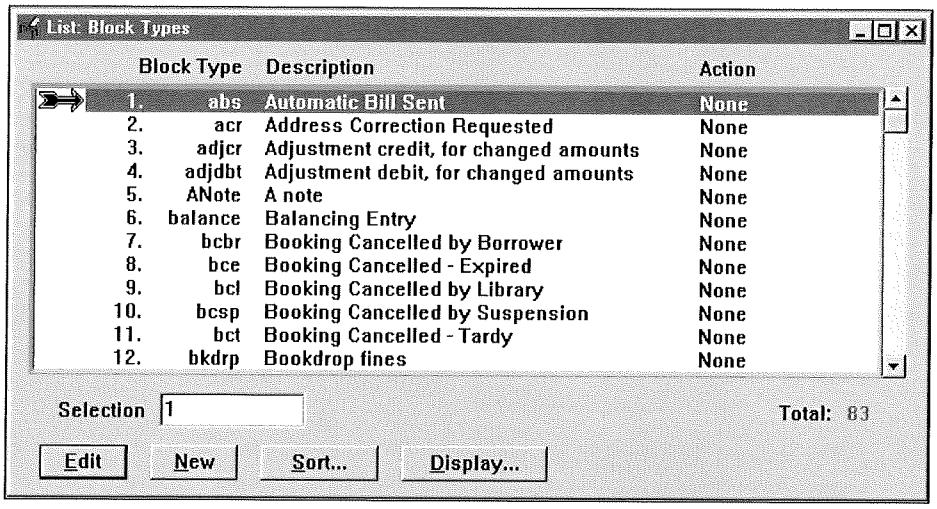
There are nearly 200 Horizon Sunrise tables that are available for editing and customization.

Most system administration and customization functions are accomplished through the Horizon Sunrise Table Editor. The Table Editor contains a set of tools for listing, selecting, and editing rows from one or more database tables. These tools give you powerful database management without needing to learn the Structured Query Language (SQL). The Table Editor gives you power and flexibility in a graphical user interface.

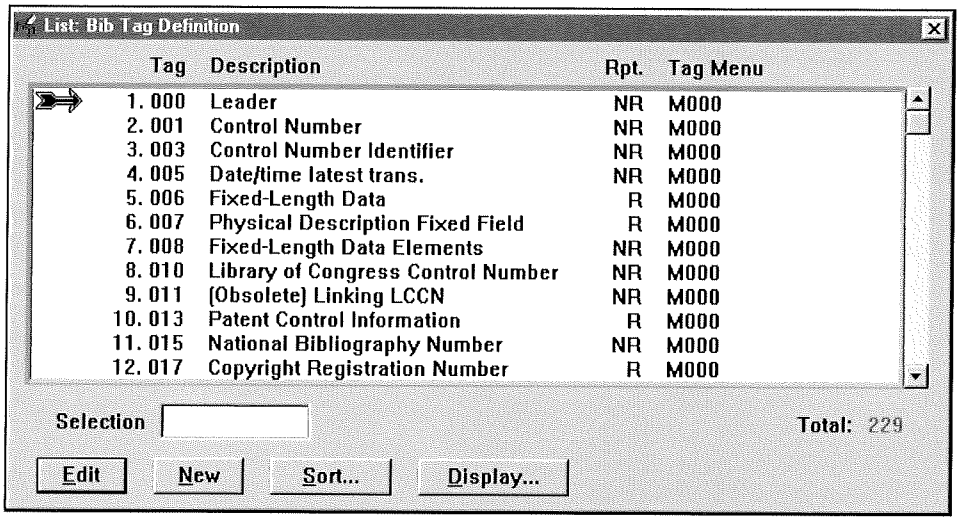
Tools available in the Table Editor include:

- Code Lookup Window. Lists all tables. You access individual tables through the Code Lookup Window.
- List Window. Lists table rows or records you can work with.
- Edit Window. Lets you edit or view the column data in a row (record).
- List Search Window. Lets you limit a list to a specified value stored in one of the table columns.

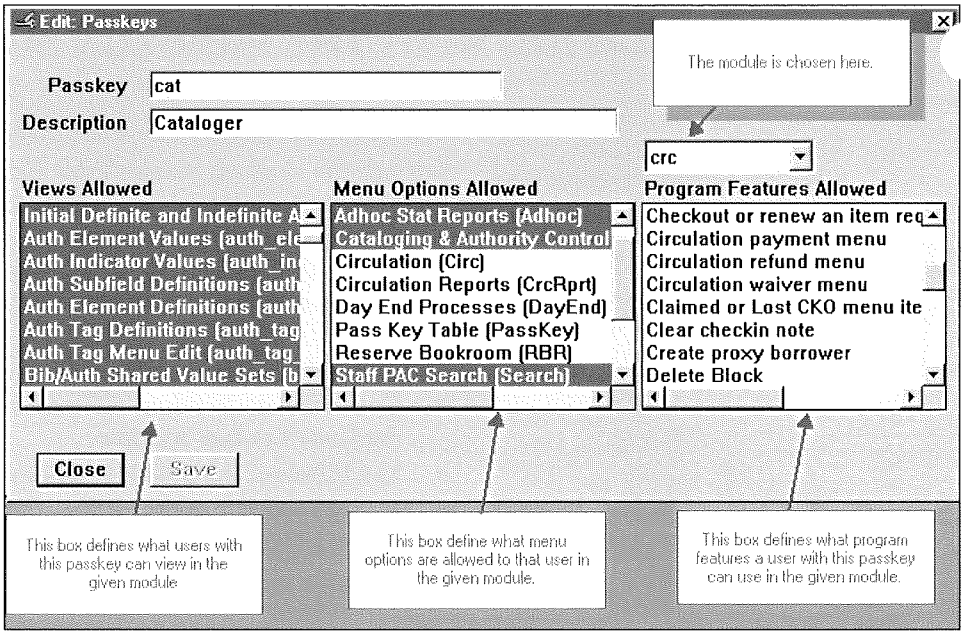
The Block Types table allows you to edit and create block types.


List: Block Types
Block Type Description Action
1. abs Automatic Bill Sent None
2. acr Address Correction Requested None
3. adjcr Adjustment credit, for changed amounts None
4. adjdbt Adjustment debit, for changed amounts None
5. ANote A note None
6. balance Balancing Entry None
7. bcbr Booking Cancelled by Borrower None
8. bce Booking Cancelled - Expired None
9. bcl Booking Cancelled by Library None
10. bcsp Booking Cancelled by Suspension None
11. bct Booking Cancelled - Tardy None
12. bkdrp Bookdrop fines None
Selection 1
Total: 83
Edit
New
Sort...
Display...

Another common table is the Bib Tag Definition table, where authorized users can redefine MARC tags.


List: Bib Tag Definition
Tag Description Rpt. Tag Menu
1. 000 Leader NR M000
2. 001 Control Number NR M000
3. 003 Control Number Identifier NR M000
4. 005 Date/time latest trans. NR M000
5. 006 Fixed-Length Data R M000
6. 007 Physical Description Fixed Field R M000
7. 008 Fixed-Length Data Elements NR M000
8. 010 Library of Congress Control Number NR M000
9. 011 (Obsolete) Linking LCCN NR M000
10. 013 Patent Control Information R M000
11. 015 National Bibliography Number NR M000
12. 017 Copyright Registration Number R M000
Selection
Total: 229
Edit
New
Sort...
Display...

The Table Editor is also used to create and edit passkeys, which provide users the ability to access specific modules, menu options, and program features based on their user login.


Edit: Passkeys
Passkey
cat
Description
Cataloger
The module is chosen here.
crc
Views Allowed
Menu Options Allowed
Program Features Allowed
Initial Definite and Indefinite A
Auth Element Values (auth_ele
Auth Indicator Values (auth_in
Auth Subfield Definitions (auth
Auth Element Definitions (auth
Auth Tag Definitions (auth_tag
Auth Tag Menu Edit (auth_tag_
Bib/Auth Shared Value Sets (b
Adhoc Stat Reports (Adhoc)
Cataloging & Authority Control
Circulation (Circ)
Circulation Reports (CrcRprt)
Day End Processes (DayEnd)
Pass Key Table (PassKey)
Reserve Bookroom (RBR)
Staff PAC Search (Search)
Checkout or renew an item req
Circulation payment menu
Circulation refund menu
Circulation waiver menu
Claimed or Lost CKO menu ite
Clear checkin note
Create proxy borrower
Delete Block
Close
Save
This box defines what users with this passkey can view in the given module
This box define what menu options are allowed to that user in the given module.
This box defines what program features a user with this passkey can use in the given module.

CONCLUSION

We want to earn your business.

For more information about *epixtech* or Horizon Sunrise, please contact your Sales Representative or visit our web site at **www.epixtech.com**

With so many features and functions available in Horizon Sunrise today, it's amazing to consider that we've only just begun. Already the year 2001 has brought significant enhancements to the Cataloging, Circulation, and Acquisitions modules, as well as general overall improvements such as an increase in the processing time of day end utilities. We work hard to incorporate new technologies when they are relevant to library automation, and we continually seek to incorporate new and existing library automation standards, even going so far as to serve on many of the committees that govern library standards.

When you choose *epixtech* as your partner you'll choose a product and a company that will meet and exceed your expectations—now and well into the future.

epixtech

Community Information Database

The Horizon Sunrise Community Information module offers the following features:

- Clubs and Organizations
- Events Calendar
- Fugitive Facts
- Newspaper Index
- Questions and Answers

Clubs and Organizations

The Clubs and Organizations feature provides borrowers with centralized, quick access to information on community organizations and clubs. You create a Clubs and Organizations bibliographic record for each organization that you want to register on your library system. The bib record contains pertinent information about a club or organization, such as address, phone number, and services the organization provides. This helps borrowers choose and learn about the organizations they are interested in.

The easiest way to create your Clubs and Organizations record is to create a paper form that you or the club official can use to collect the necessary information about the club or organization. However, you may prefer to enter the information directly into the record as the club official gives it to you. The default Clubs and Organizations workform contains the most-used tags and subfields for a Clubs and Organizations record. This helps you to know what information to collect. However, you can customize the tags and subfields to include even more information. Use this table to see where to look for additional information about the tags and subfields you can use:

Events Calendar

The Events Calendar feature provides information on upcoming community events and activities. For each event, you create an Events Calendar bibliographic record. The bib record contains information about the event, such as date, time and place, sponsoring organization, and description of the event.

Fugitive Facts

A Fugitive Facts record contains any information that library staff members are frequently asked. Fugitive Facts records typically contain answers to common reference questions, facts that borrowers generally want to know, and any other piece of information that is hard to find or time-consuming to look up. The Fugitive Facts file lets you more easily answer these common questions quickly and efficiently.

Newspaper Index

The Newspaper Index lets your library maintain a searchable index of newspaper articles. For each article that you want indexed, you create a Newspaper Index bibliographic record. The bib record contains information about an article that helps borrowers find articles of interest to them.

Questions and Answers

Questions and Answers historically let library borrowers enter questions on the system for library staff to answer. The response was recorded in the borrower record. In Horizon Community Resources, you (the staff member) enter the question *and* its answer. The borrower can then view the question and answer in PAC.

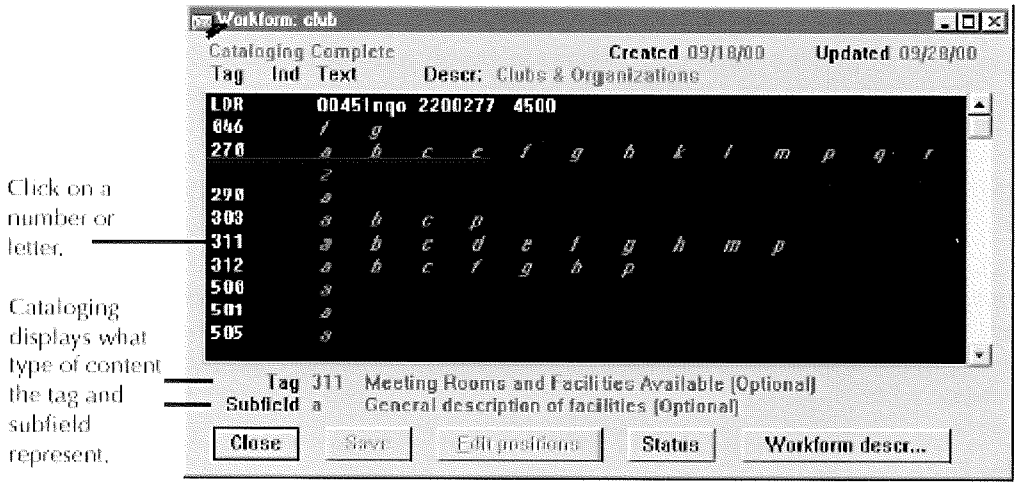
Workforms

Your Community Resources database contains default workforms (template that you use when you enter data for a Community Resources MARC bib record.) for all the Community Resources features:

- Clubs and Organizations
- Events Calendar
- Fugitive Facts
- Newspaper Index
- Questions and Answers

If you do not want to use one of the default workforms, you can create new workforms or update existing ones to suit your library's needs. You can also enter data in certain subfields. This saves time and reduces typing errors if you need to catalog items that share a lot of the same data. (For example, if your library is the location for many community meetings, you could create an events calendar bib workform that includes directions to your library and information about equipment availability.)

Here is an example of a Clubs and Organizations workform:


Workform: club
Cataloging Complete
Created 09/18/00
Updated 09/28/00
Tag Ind Text
Descr: Clubs & Organizations
LDR 00451nqo 2200277 4500
046 / g
270 a b c e f g h k l m p q r
z
290 a
303 a b c p
311 a b c d e f g h m p
312 a b c f g h p
500 a
501 a
505 a
Tag 311 Meeting Rooms and Facilities Available [Optional]
Subfield a General description of facilities [Optional]
Close
Save
Edit positions
Status
Workform descr...
Click on a number or letter.
Cataloging displays what type of content the tag and subfield represent.

Search Index

A search index (also known as an mq_index) is a tool that the Horizon system uses to manage the efficient storage and quick retrieval of information on your library's database. Each search has one or more indexes associated with it. You search for data in an index by choosing the corresponding search and entering a search term.

MARC Map

One of the most important parts of a search index is the MARC map. A MARC map is a set of tags and subfields used to retrieve information stored in MARC records. MARC maps perform several important roles in your Horizon system:

- They control what is indexed and under what conditions it is indexed.
- They control data display in PAC.
- They define the criteria by which search result sets can be limited.

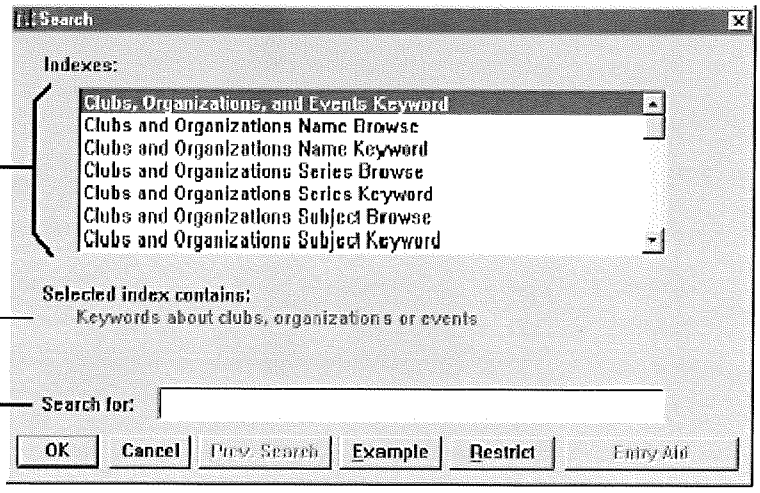
Community Resources comes with default MARC maps for indexing, display, and search limiting.

The search indexes available are defined by the library, but the screen shot below shows a sample of indexes.

Choose a search option from the Indexes list.

PAC displays the type of search terms that you can enter.

Enter your search term here.



Self Check Systems, Automated Telephone Renewal and Book Security Systems

Self Check Systems / Book Security Systems

3M SelfCheck hardware and software are compatible with Horizon Sunrise Circulation software. *i*Pac also offers a self-check option as part of the patron empowerment features. The 3M SelfCheck System also increases security and helps prevent materials loss because it links the Horizon Sunrise Circulation system with the 3M Security System, which electronically tracks materials.

Automated Telephone Renewal

epixtech offers TeleCirc II, a sophisticated, interactive automation system that offers library patrons the ability to retrieve and update their circulation information using a touch-tone telephone. Using advanced telephone and speech technologies, TeleCirc II not only significantly reduces your postage costs but also improves patron service. TeleCirc also saves staff time because patrons can transact their own circulation inquires.

General Features

- Dynamic allocation of phone lines between dial-in and dial-out usage
- Line capacity of up to 24 lines on a T1 connection. Basic system provides support for four or eight lines. Number of calls handled per line varies depending on call length, interaction by patron, notification success rate, etc.
- Connects to international users with support for multiple languages and international phone systems. Contact your sales representative for details.
- Versatile report writer for creating reports from captured call statistics
- To ensure privacy, the system can be set up to require a Personal Identification Number (PIN) that is determined by the patron.
- Certain patron types can be excluded from receiving calls and/or from calling in.

Dial-Out Features

- Notification of holds, overdue items, and fines are automated through the dial-out notification. TeleCirc II makes these calls on a schedule determined by the library.
- Items spend less time on the holds shelf awaiting pickup. Hold notifications receive highest priority in the call list and patrons can accept or cancel the hold using their touch-tone phone.
- With TeleCirc II, library staff can search using a phone number, patron ID, or patron name to get information about dial-out calls.
- Library staff can set the number of times a message is repeated and whether or not an answering machine call is a completed call.

Dial-In Features

- Dial-in information is accessed using existing patron and item barcode numbers, and a PIN number (if requested).
- Savings in staff time are significant with TeleCirc II dial-in features. With TeleCirc II, patrons can use their touch-tone telephone to perform several circulation functions themselves, such as finding out information on items checked out, overdue, or on hold. Patrons can renew items, cancel holds, and list the total fines owed - all without staff assistance. As patrons transact their own circulation inquiries, library staff is freed for more specialized tasks.

ConnectLib Integration

- Day End Processes create a daily record of overdues, fines, and holds, and integrates with TeleCirc II to automate notification of that information.
- TeleCirc II will automatically schedule calls at intervals determined by the library.
- TeleCirc II confirms whether calls have been properly delivered. Changes in information made by the patron are immediately reflected in the circulation database.

Personalized Message Delivery

- TeleCirc II offers the ability to record all messages, except book titles, in a human voice. Book titles are read using a state-of-the-art text-to-speech engine.
- TeleCirc II has nearly two hundred separate voice-message scripts, any of which can be personalized to a library's needs. Patrons can even be allowed to record their own names.
- TeleCirc II can allow the library to create messages in other languages. Spanish and English scripts are included with the system.

Receipt Printers

epixtech bids the following as receipt printers:

- Epson Thermal Parallel / Serial Receipt Printer
- Omniprint Impact Parallel / Serial Receipt Printer
- Omniprint 426 Thermal Printer

Reports

Horizon Sunrise is built for reports. Horizon Sunrise allows online report generation with the ability to:

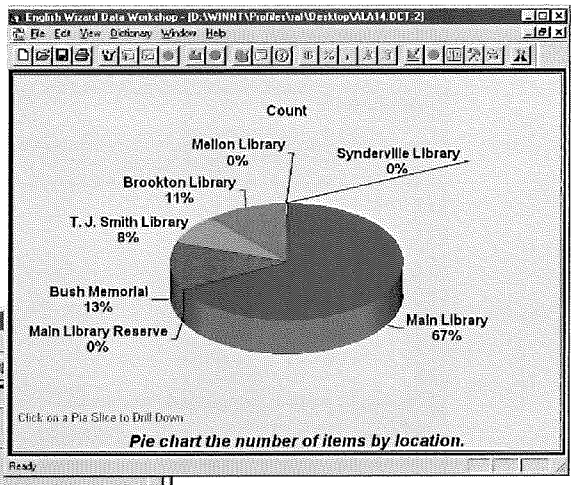
- View report information online
- Print reports to an attached or networked printer
- Download reports to a file.

You have the benefit of generating reports through three different means:

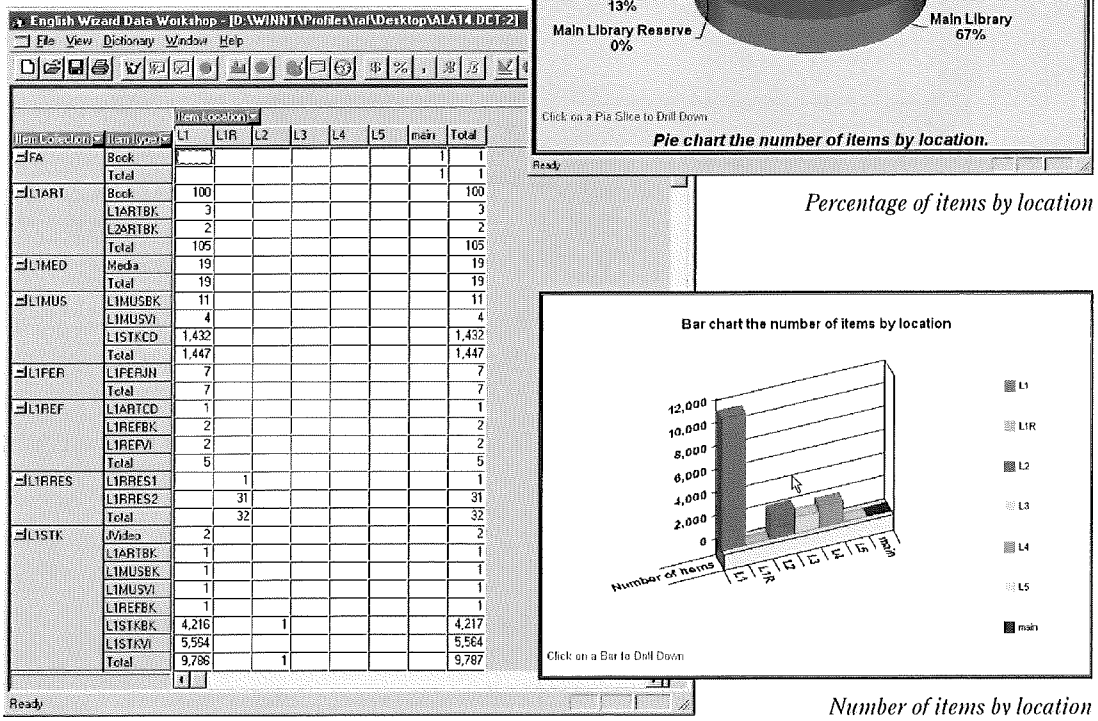
1. Built-in report features in the Horizon Sunrise application (sample reports have been included at the end of this section).
2. SQL report generation.
3. EasyAsk, a natural language report generator.

EasyAsk enables library staff to quickly access and publish the information they need by simply asking for it in plain English. EasyAsk then translates requests for information into the structured query language (SQL) programming syntax required to generate the reports required.

For example, a librarian could enter a request such as "list number of items by location" and EasyAsk would translate this request into the proper SQL syntax to retrieve the information from the Horizon Sunrise database. EasyAsk would then present this information in such easy-to-use formats as reports, spreadsheets, charts, and cross-tabs such as those seen below.



Percentage of items by location



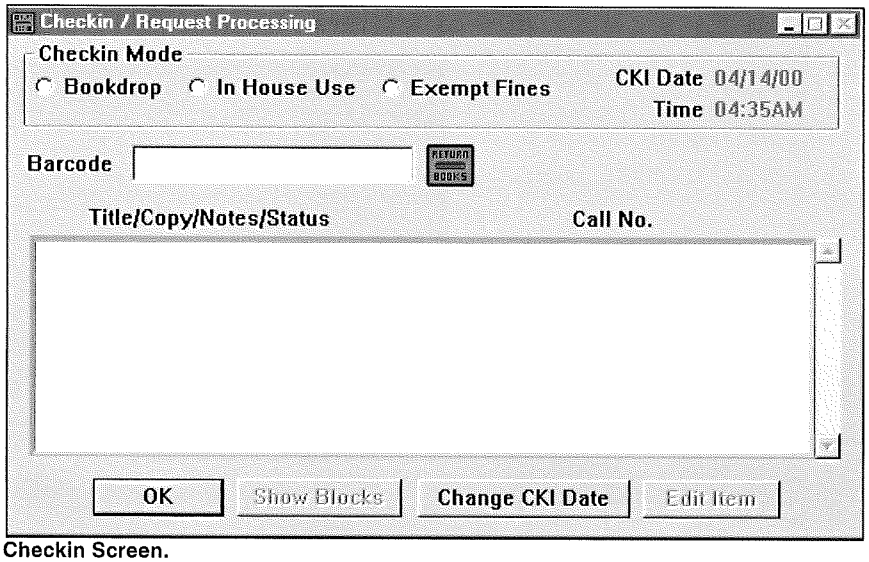
Number of items by location

Optimized for use against Sybase, EasyAsk includes these key features:

- Pre-defined Horizon Sunrise reports
- Natural language, ad hoc querying
- Report scheduler and e-mail distribution
- Powerful synonym recognition, local synonym creation
- Charts and advanced reports (crosstabs and pivot tables) created easily as part of the report query
- Drill-down capabilities that deliver multi-layered reports through a single query
- Excel-like spreadsheet report presentation, with page formatting and workbook features
- Configurable report processing manager that automatically recommends which reports should be run during off-peak hours
- Ad hoc reporting

Tracking "In House" Use

When items have been picked up from library tables or carrels, you can check them in using the "In House Use" mode. Circulation compiles statistics from the items checked in under this mode so that your library can track how often certain items are used within the library.



Checkin Screen.

	Monthly activity review for Jan 2000							
Checkout								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
1st Time	31,688	50,248	-37	35	****	31,688	35	****
Phone Renewal	5,037	8,703	-43	0	100	5,037	0	100
Renewal	1,322	3,739	-65	0	100	1,322	0	100
Opac Renewal	14,541	22,618	-36	0	100	14,541	0	100
Total	**52,588**	**85,308**	**-39**	**35**	****	**52,588**	**35**	****
Checkin (cki)								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
Normal	37,955	60,800	-38	5	****	37,955	5	****
Late	5,950	12,016	-51	0	100	5,950	0	100
Total	**43,905**	**72,816**	**-40**	**5**	****	**43,905**	**5**	****
Requests Placed								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
Placed	722	2,341	-70	52	1288	722	52	1288
Total	**722**	**2,341**	**-70**	**52**	**1288**	**722**	**52**	**1288**
Requests Resolved								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
Cancelled	47	209	-78	37	27	47	37	27
Checked in (TR or	2,901	4,674	-38	10	****	2901	10	****
Expired	232	75	209	0	100	232	0	100
Total	**3,180**	**4,958**	**-36**	**47**	**6665**	**3180**	**47**	**6665**
Holds Resolved								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
Picked Up	665	1,307	-50	2	****	665	2	****
Cancelled	0	0	0	0	0	0	0	0
Expired	1,700	3,177	-47	0	100	1700	0	100
Total	**2,365**	**4,484**	**-48**	**2**	****	**2365**	**2**	****
Overdues								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
1st Notice	7,975	18,224	-57	0	100	7975	0	100
2nd Notice	5,570	7,797	-29	0	100	5570	0	100
Notice # 0	5,528	6,265	-12	0	100	5528	0	100

Total	**19,073**	**32,286**	**-41**	**0**	**100**	**19073**	**0**	**100**
Borrower Delta								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
New (Manual)	483	686	-30	3	****	483	3	****
Deleted (Manual)	27	24	12	0	100	27	0	100
New (Batch)	0	0	0	0	0	0	0	0
Deleted (Batch)	0	0	0	0	0	0	0	0
Total	**510**	**710**	**-29**	**3**	****	**510**	**3**	****
Bib Delta								
Description	Jan-00	Dec-99	%chg	Jan-99	%chg	2000 YTD	1999 YTD	%chg
New (Manual)	309	433	-29	0	100	309	0	100
Deleted (Manual)	680	2,108	-68	0	100	680	0	100
New (Batch)	1,449	2,103	-32	0	100	1449	0	100
Deleted (Batch)	0	0	0	0	0	0	0	0
Total	**2,438**	**4,644**	**-48**	**0**	**100**	**2438**	**0**	**100**
Auth Delta								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
New (Manual)	14	45	-69	0	100	14	0	100
Deleted (Manual)	0	0	0	0	0	0	0	0
New (Batch)	0	0	0	0	0	0	0	0
Deleted (Batch)	35	31	12	0	100	35	0	100
Total	**49**	**76**	**-36**	**0**	**100**	**49**	**0**	**100**
Item Delta								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
New (Manual)	18,978	22,314	-15	0	100	18978	0	100
Deleted (Manual)	616	645	-5	1	****	616	1	****
New (Batch)	0	0	0	0	0	0	0	0
Deleted (Batch)	0	0	0	0	0	0	0	0
Total	**19,594**	**22,959**	**-15**	**1**	****	**19594**	**1**	****
Acquisitions Delta								
Description	**Jan-00**	**Dec-99**	**%chg**	**Jan-99**	**%chg**	**2000 YTD**	**1999 YTD**	**%chg**
Lines Ordered	1,735	2,222	-22	0	100	1735	0	100
Items Ordered	12,577	21,495	-42	0	100	12577	0	100
Lines Received	1,743	3,093	-44	0	100	1743	0	100
Items Rcvd by Ven	15,699	22,600	-31	0	100	15699	0	100
Claims	0	0	0	0	0	0	0	0
Total	**31,754**	**49,410**	**-36**	**0**	**100**	**31754**	**0**	**100**

Daily Circulation Overview for 1/24/2000

date: 01/24/00

Checkout

Description		Daily	MTD	YTD	
1st Time		1583	31,688	31,688	
Phone Renewal		252	5,037	5,037	
Renewal		66	1,322	1,322	
Opac Renewal		692	14,541	14,541	
Total		**2593**	**52,588**	**52,588**	

Checkin (cki)

Description		Daily	MTD	YTD	
Normal		1897	37,955	37,955	
Late		283	5,950	5,950	
Total		**2180**	**43,905**	**43,905**	

Requests Placed

Description		**Daily**	**MTD**	**YTD**	
Placed		40	722	722	
Total		**40**	**722**	**722**	

Requests Resolved

Description		**Daily**	**MTD**	**YTD**	
Cancelled		2	47	47	
Checked in (TR or	H)	153	2,901	2,901	
Expired		12	232	232	
Total		**167**	**3,180**	**3,180**	

Holds Resolved

Description		**Daily**	**MTD**	**YTD**	
Picked Up		33	665	665	
Cancelled		0	0	0	
Expired		85	1,700	1,700	
Total		**118**	**2,365**	**2,365**	

Overdues					
Description		**Daily**	**MTD**	**YTD**	
---		---	---	---	
1st Notice		399	7,975	7,975	
2nd Notice		279	5,570	5,570	
Notice # 0		276	5,528	5,528	
Total		**954**	**19,073**	**19,073**	
Borrower Delta					
Description		**Daily**	**MTD**	**YTD**	
---		---	---	---	
New (Manual)		23	483	483	
Deleted (Manual)		2	27	27	
New (Batch)		0	0	0	
Deleted (Batch)		0	0	0	
Total		**25**	**510**	**510**	
Bib Delta					
Description		**Daily**	**MTD**	**YTD**	
---		---	---	---	
New (Manual)		15	309	309	
Deleted (Manual)		34	680	680	
New (Batch)		73	1,449	1,449	
Deleted (Batch)		0	0	0	
Total		122	2,438	2,438	
Auth Delta					
Description		**Daily**	**MTD**	**YTD**	
---		---	---	---	
New (Manual)		2	14	14	
Deleted (Manual)		0	0	0	
New (Batch)		0	0	0	
Deleted (Batch)		3	35	35	
Total		**5**	**49**	**49**	
Item Delta					
Description		**Daily**	**MTD**	**YTD**	
---		---	---	---	
New (Manual)		904	18,978	18,978	
Deleted (Manual)		34	616	616	
New (Batch)		0	0	0	
Deleted (Batch)		0	0	0	
Total		**938**	**19,594**	**19,594**	
Acquisitions Activities					
Description		**Daily**	**MTD**	**YTD**	
---		---	---	---	
Lines Ordered		96	1,735	1,735	

Items Ordered		599	12,577	12,577	
Lines Received		87	1,743	1,743	
Items Rcvd by Vendor		785	15,699	15,699	
Claims		0	0	0	
Total		**1567**	**31,754**	**31,754**	

Monthly Report January 2001

Main Library

Checkout

Description	Jan-01	Dec-00	%chg	Jan-00	%chg	2001 YTD	2000 YTD	%chg
1st Time	62984	48769	29	60717	3	62984	60717	3
Phone Renewal	12299	13849	-12	14653	-17	12299	14653	-17
Renewal	774	926	-17	1222	-37	774	1222	-37
Opac Renewal	9822	9815	0	5247	87	9822	5247	87
Offline Renewal	0	0	0	0	0	0	0	0
Total	85879	73359	17	81839	4	85879	81839	4

Checkin

Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
Normal	54945	53652	2	51302	7	54945	51302	7
Late	10829	13517	-20	11902	-10	10829	11902	-10
Offline Normal	0	0	0	0	0	0	0	0
Offline Late	0	0	0	0	0	0	0	0
Total	65774	67169	-3	63204	4	65774	63204	4

Requests Placed

Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
Placed	6855	4324	58	3536	93	6855	3536	93
Total	6855	4324	58	3536	93	6855	3536	93

Requests Resolved

Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
Cancelled	322	256	25	235	37	322	235	37
Picked up	6698	4843	38	5250	27	6698	5250	27
Expired	46	63	-27	82	-44	46	82	-44

Total	7066	5162	36	5567	26	7066	5567	26
Holds Resolved								
Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
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Picked Up	1521	1175	29	971	56	1521	971	56
Cancelled	0	0	0	0	0	0	0	0
Expired	2324	2156	7	2427	-5	2324	2427	-5
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Total	3845	3331	15	3398	13	3845	3398	13
Overdues								
Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
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1st Notice	612	1426	-58	705	-14	612	705	-14
Notice # 0	408	768	-47	488	-17	408	488	-17
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Total	1020	2194	-54	1193	-15	1020	1193	-15
Borrower Delta								
Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
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New (Manual)	494	378	30	519	-5	494	519	-5
Deleted (Manual)	75	12	525	22	240	75	22	240
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Total	569	390	45	541	5	569	541	5
Bib Delta								
Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
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New (Manual)	2290	1917	19	2515	-9	2290	2515	-9
Deleted (Manual)	654	1065	-39	358	82	654	358	82
New (Batch)	475	349	36	191	148	475	191	148
Deleted (Batch)	0	0	0	0	0	0	0	0
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Total	3419	3331	2	3064	11	3419	3064	11

Auth Delta

Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
New (Manual)	32	1	3100	1046	-97	32	1046	-97
Deleted (Manual)	0	0	0	0	0	0	0	0
New (Batch)	0	0	0	0	0	0	0	0
Deleted (Batch)	0	0	0	0	0	0	0	0
Total	32	1	3100	1046	-97	32	1046	-97

Item Delta

Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
New (Manual)	9876	7222	36	9071	8	9876	9071	8
Deleted (Manual)	3683	2522	46	2151	71	3683	2151	71
New (Batch)	0	0	0	0	0	0	0	0
Deleted (Batch)	0	0	0	0	0	0	0	0
Total	13559	9744	39	11222	20	13559	11222	20

Acquisitions

Description	Jan-01	Dec-00	%chg	Jan-00	%chg	01 YTD	2000 YTD	%chg
Lines Ordered	3129	2499	25	3034	3	3129	3034	3
Items Ordered	9377	6784	38	8645	8	9377	8645	8
Lines Received	1832	2861	-36	2454	-26	1832	2454	-26
Items Rcvd by Ven	5594	7836	-29	7750	-28	5594	7750	-28
Claims	1119	934	19	2976	-63	1119	2976	-63
Total	21051	20914	0	24859	-16	21051	24859	-16

Monthy Report Circulation Detail for October 1999

Circ: Coll. IStat								
Description	**Oct-99**	**Sep-99**	**%chg**	**Oct-98**	**%chg**	**1999 YTD**	**1998 YTD**	**%chg**
Adult Biography	1014	1098	-8	0	100	9913	0	100
Adult Fiction	5803	7781	-26	0	100	64336	0	100
Adult Mystery	1462	1907	-24	0	100	14527	0	100
Adult Nonfiction	18775	23460	-20	0	100	195642	0	100
Art Print	3	2	50	0	100	41	0	100
Adult Paperback	148	154	-4	0	100	1500	0	100
Adult Western	41	85	-52	0	100	530	0	100
Cassette	475	681	-31	0	100	5946	0	100
Compact Disc	2751	3272	-16	0	100	28136	0	100
Cassette Fiction	161	245	-35	0	100	1977	0	100
Genealogy	0	0	0	0	0	0	0	0
Juvenile Fiction	2333	2849	-19	0	100	27709	0	100
Juvenile Biograph	476	578	-18	0	100	4531	0	100
Juvenile Book And	111	119	-7	0	100	837	0	100
Juvenile Book And	266	311	-15	0	100	2548	0	100
Juvenile Cassette	102	120	-15	0	100	867	0	100
Juvenile Compact	34	53	-36	0	100	241	0	100
Juvenile Cassette	249	237	5	0	100	2064	0	100
Juvenile Easy	10201	12365	-18	0	100	103974	0	100
Juvenile Nonficti	5525	6045	-9	0	100	44858	0	100
Juvenile Paperbac	88	81	8	0	100	1039	0	100
Juvenile Video Ca	1752	2115	-18	0	100	17774	0	100
New Nonfiction	251	287	-13	0	100	2627	0	100
New Biography	111	113	-2	0	100	965	0	100
New Fiction	1529	1984	-23	0	100	17060	0	100
New Large Print	4	8	-50	0	100	117	0	100
Local History	0	0	0	0	0	1	0	100
Large Print Nonfi	81	70	15	0	100	859	0	100
Large Print Biogr	43	21	104	0	100	314	0	100
Large Print Ficti	740	815	-10	0	100	7113	0	100
Large Print Myste	283	184	53	0	100	2360	0	100
Large Print Scien	1	2	-50	0	100	13	0	100
Large Print Weste	63	66	-5	0	100	913	0	100
Magazine	4	4	0	0	100	47	0	100
New Reader Nonfic	7	8	-13	0	100	63	0	100
Oversized	93	130	-29	0	100	1066	0	100
Periodicals	0	0	0	0	0	0	0	0
Reference	1	2	-50	0	100	15	0	100
Adult Cd-rom	181	229	-21	0	100	2014	0	100
Juvenile Cd-rom	443	538	-18	0	100	4474	0	100
Science Fiction	326	467	-31	0	100	3515	0	100
Storytime Kit	0	0	0	0	0	2	0	100
Talking Book	360	498	-28	0	100	3835	0	100
Talking Book Non-	1926	2348	-18	0	100	19919	0	100

Video Cassette	8311	10893	-24	0	100	92361	0	100
Total	**66562**	**82258**	**-20**	**0**	**100**	**689036**	**0**	**100**
Circ: IType								
Description	**Oct-99**	**Sep-99**	**%chg**	**Oct-98**	**%chg**	**1999 YTD**	**1998 YTD**	**%chg**
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21 day circ items	47182	57555	-19	0	100	480165	0	100
7 day circ items	2030	2843	-29	0	100	23140	0	100
Art Prints	3	2	50	0	100	45	0	100
AV browsing	1	0	100	0	100	8	0	100
Compact Disc	0	0	0	0	0	0	0	0
Magazines	2	0	100	0	100	2	0	100
Non-Circulating	1	0	100	0	100	9	0	100
Non-print 21 day	6419	7882	-19	0	100	66130	0	100
Non-Print 3 day	0	0	0	0	0	0	0	0
Non-Print 7 day	10692	13779	-23	0	100	116611	0	100
Periodicals	0	0	0	0	0	0	0	0
Stats only 21 day	243	242	0	0	100	2605	0	100
Stats only 7 day	4	4	0	0	100	47	0	100
Storytime Kit	0	0	0	0	0	1	0	100
Total	**66577**	**82307**	**-20**	**0**	**100**	**688763**	**0**	**100**
In-house collection Istat								
Description	**Oct-99**	**Sep-99**	**%chg**	**Oct-98**	**%chg**	**1999 YTD**	**1998 YTD**	**%chg**
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Adult Biography	57	35	62	0	100	161	0	100
Adult Fiction	216	224	-4	0	100	871	0	100
Adult Mystery	59	37	59	0	100	179	0	100
Adult Nonfiction	810	391	107	0	100	2118	0	100
Adult Western	1	2	-50	0	100	8	0	100
Business Referenc	0	4	-100	0	0	6	0	100
Cassette	26	15	73	0	100	113	0	100
Compact Disc	53	46	15	0	100	337	0	100
Cassette Fiction	1	4	-75	0	100	22	0	100
Juvenile Fiction	37	49	-25	0	100	256	0	100
Juvenile Biograph	9	10	-10	0	100	40	0	100
Juvenile Book	2	13	-85	0	100	41	0	100
Juvenile Compact	0	1	-100	0	0	2	0	100
Juvenile Cassette	4	8	-50	0	100	23	0	100
Juvenile Easy	90	111	-19	0	100	532	0	100
Juvenile Nonficti	81	107	-25	0	100	439	0	100
Juvenile Reference	0	0	0	0	0	2	0	100
Juvenile Video Ca	12	22	-46	0	100	178	0	100
New Nonfiction	0	3	-100	0	0	27	0	100
New Biography	4	2	100	0	100	11	0	100
New Fiction	27	35	-23	0	100	152	0	100
Large Print non-fiction	9	3	33	0	100	38	0	100

Large Print Biography	1	0	100	0	100	2	0	100
Large Print Fiction	37	25	48	0	100	113	0	100
Large Print Mystery	8	3	166	0	100	26	0	100
Periodicals	0	0	0	0	0	0	0	0
Reference	0	2	-100	0	0	12	0	100
Adult Reference	0	0	0	0	0	0	0	0
Adult Cd-rom	12	3	300	0	100	44	0	100
Juvenile Cd-rom	19	9	111	0	100	68	0	100
Science Fiction	7	3	133	0	100	31	0	100
Talking Book	10	11	-10	0	100	61	0	100
Talking Book Non-	29	39	-26	0	100	233	0	100
Video Cassette	149	97	53	0	100	832	0	100
Total	**1770**	**1315**	**34**	**0**	**100**	**6983**	**0**	**100**
Circ: BStat								
Description	**Oct-99**	**Sep-99**	**%chg**	**Oct-98**	**%chg**	**1999 YTD**	**1998 YTD**	**%chg**
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Census 1	3221	3842	-16	0	100	31427	0	100
Census 2	4700	6324	-26	0	100	50136	0	100
Census 3	3548	4227	-16	0	100	35774	0	100
Census 4	3500	4203	-17	0	100	35081	0	100
Census 5	2717	3086	-12	0	100	25841	0	100
Census 6	5737	6911	-17	0	100	55825	0	100
Census 7	3383	4562	-26	0	100	35601	0	100
Census 8	2949	3441	-14	0	100	30123	0	100
Census 9	1938	2008	-3	0	100	20996	0	100
Census 10	2729	3529	-23	0	100	27179	0	100
Census 11	1720	1959	-12	0	100	17963	0	100
Census 12	1487	1645	-10	0	100	14740	0	100
Census 13	1217	1508	-19	0	100	12865	0	100
Census 14	2313	2650	-13	0	100	24685	0	100
Census 15	4722	6151	-23	0	100	48422	0	100
Census 16	6524	8307	-21	0	100	71474	0	100
Census 17	2334	3041	-23	0	100	26207	0	100
Census 18	3167	4325	-17	0	100	34065	0	100
Census 19	4795	5575	-14	0	100	30466	0	100
Non-residents	5049	6294	-20	0	100	53749	0	100
0-4 Years	2712	3628	-26	0	100	31516	0	100
Asian	3373	3999	-16	0	100	36157	0	100
5-17 Years	8151	9172	-12	0	100	81830	0	100
Black	12837	15410	-17	0	100	135770	0	100
18-64 Years	50365	63068	-21	0	100	522409	0	100
65 Years of Older	1524	1625	-7	0	100	15347	0	100
Female	40249	50258	-20	0	100	414814	0	100
Male	22134	27288	-19	0	100	234718	0	100
No Response Age	2962	3496	-16	0	100	29263	0	100
No Response Ethni	3543	3928	-10	0	100	34347	0	100
No Response Sex	3195	3461	-8	0	100	29816	0	100
Other Ethnic Grou	1821	1991	-9	0	100	16737	0	100

White	43870	55350	-21	0	100	454777	0	100	
Total	**262617**	**324078**	**-19**	**0**	**100**	**2720059**	**0**	**100**	
Circ: BType									
Description	**Oct-99**	**Sep-99**	**%chg**	**Oct-98**	**%chg**	**1999 YTD**	**1998 YTD**	**%chg**	
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Holds desk	1018	1226	-17	0	100	9234	0	100	
Inter-library loa	102	165	-39	0	100	1004	0	100	
Nonresident adult	4404	5452	-19	0	100	41515	0	100	
Nonresident youth	139	243	-43	0	100	726	0	100	
Outreach	958	770	24	0	100	6961	0	100	
Resident adult	49529	62250	-21	0	100	512835	0	100	
Resident youth	10471	12177	-15	0	100	110277	0	100	
Temporary patron	11	25	-56	0	100	232	0	100	
Total	**66632**	**82308**	**-20**	**0**	**100**	**688888**	**0**	**100**	

Horizon SunRise epixtech™

Training Services

submitted by

epixtech

Training Services

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Training Services

Standard Training

As part of your system contract, *epixtech* will deliver onsite training to your staff on functionality and system administration. This is in addition to the two days of pre-installation training that is held at *epixtech*. *epixtech* pays travel and accommodations for one individual to attend pre-installation training, and if you choose two additional individuals may attend the training (travel and accommodations to be paid by the library).

Through hands-on practice during onsite training, your library staff will learn to effectively use their new system to accomplish their regular work. Similarly, your technical staff will be trained to perform routine system operations and maintenance tasks.

The *epixtech* training program provides hands-on training for each participant in the courses related to the software you purchase:

Course	Days
PAC	.5
Circulation	1
Cataloging	1
Acquisitions	1.5
Serials	1.5
Bookmobile	.5
Closed Stack Access	.5
Homebound	.5
Reserve Book Room	.5
Introduction to System Administration	.5

epixtech trainers are very experienced in addressing the issues that are important to libraries. These skills range from the day-to-day work of cataloging, reference, circulation, acquisitions, and serials to supervisory roles in these areas or system administration. Many of our trainers have degrees in library science and/or instructional design, and are vastly proficient in the administration of Horizon Sunrise systems and their related components. To maximize the time we have to share this expertise with your staff, we limit each class to eight people. If you desire, *epixtech* will train small groups of experts in all of the purchased modules and you can purchase additional copies of the training materials for the experts to then train the rest of your staff.

To further facilitate the successful education of your staff, we will work closely with you to prepare the best possible environment for training on your site. We have included some minimum recommendations for your training facilities later in this document, which will help us to effectively build knowledge and skill in your staff. *epixtech* will prepare and provide training materials and a training database for your staff to practice their skills previous to working on your live system. This training database creates a safe learning environment and will also be used for the training sessions conducted by *epixtech* staff.

As you choose the best training for you, keep in mind that *epixtech* education services are delivered in a variety of ways: computer-based training, regional training, or onsite training.

Timing

With the variety of delivery methods available to you, your staff may begin to receive training on *epixtech* products as early as the date you sign the contract with us. Computer-based training is conveniently available on CD and via the Internet. You can also choose to attend regional training sessions held year-round across the United States and Canada. We generally recommend that training take place close to the time your system is installed and in intervals so that library staff may have time to work on the system and raise issues at various times.

epixtech teaches an Introduction to System Administration course (see course description at the end of this document). In addition, as part of the installation process *epixtech* will provide basic operations training for your system administrator(s) including:

- Server Management
  - Sybase backup/recovery
  - SQL Server startup/shutdown
  - Operating Shutdown
- Client Management
- System Troubleshooting

Recommended Courses by Role

Here is a list of courses we recommend based upon the role of a staff member in your library system. Courses marked with an asterisk (*) are part of the standard training provided with the purchase of Horizon Sunrise (if the corresponding functional module has been purchased).

Course	Staff Role								
	Acquisitions	Cataloging	Circulation	Database Administrator	Department Heads	Library Administrator	Reference	Serials	System Administrator
*Acquisitions	✓				✓				✓
*Cataloging		✓			✓				✓
*Circulation			✓		✓				✓
*Homebound			✓		✓				✓
*Public Access / *i*Pac	✓	✓	✓	✓	✓	✓	✓	✓	✓
*Reserve Book Room			✓		✓				✓
*Serials					✓			✓	✓
ReportSmith				✓	✓				✓
Beginning SQL				✓	✓				✓
Advanced SQL				✓	✓				✓
Beginning NT Administration				✓		✓			✓
Beginning UNIX Administration				✓		✓			✓
*Horizon Sunrise System Administration						✓			✓
Sybase Database Administration**				✓					✓

Notes:

- Department heads should attend the training that their respective staff attend. For example, the head of cataloging should attend Public Access and Cataloging training.
- A library administrator is the person responsible for administering the Horizon Sunrise application (e.g., customizing views in Horizon Sunrise, generating statistical reports, creating indexes).
- A database administrator is the person responsible for administering the server and database (e.g., backups, database creation, etc.).

**Basic database administration procedures are taught as part of installation (e.g., backup, restart, and recovery) but if the library desires a more detailed database administration course can also be provided.

Additional Training

epixtech understands that your library will have ongoing education needs arising from new staff hires, changes in management, changes in the software, and changing needs for those administering your system. To meet your ongoing education needs, *epixtech* offers regional courses and web-based

courses. Your library may purchase additional training on in-depth system administration skills, new functionality, database query skills, and generating custom reports through regional training sessions held across the US and Canada. Regional training sessions are also held in conjunction with major conferences such as the American Library Association semi-annual meetings and the Horizon Users Group Meeting (HUGM).

epixtech web-based training is a cost-effective education solution. This courseware can be browsed or downloaded directly from our web site to provide easy, on-demand access for all of your staff.

A description of all of our education services is available in our *epixtech* Education Services Course Catalog in hard copy and on our web site (www.epixtech.com) to help you choose the courses you need to meet your staff's ongoing education needs.

Contacting Education Services

We want to connect with you. Because this is so important to us, you can reach us in any of the following ways:

- Web: http://www.epixtech.com
- e-mail: workshops@epixtech.com
- Phone: 1-800-713-9649
- FAX: 1-801-223-5202
- Mail: *epixtech, inc.*
  ATTN: Education Services
  400 West 5050 North
  Provo, UT, 84604-5650

Training Facilities Recommendations

We care about the quality of training your staff receive and want to guarantee the most learning by your staff; to ensure the best training possible we submit these minimum recommendations for your training facilities.

Participant area should include:

- Operable workstation for each participant, including access to a training database
- A comfortable space with ample room for reference materials and note taking
- Classroom style arrangement of workstations is acceptable, however, U-shaped arrangement is a preferable learning environment for adult learners
- Open view of presenter and presentation screen

Presentation area should include:

- Projection unit with ample illumination to avoid turning the lights off
- Projection screen
- Whiteboard with markers and eraser
- Lighting and environment controls that are easily accessible by trainer

Training will be most easily facilitated for all of your personnel if the training database provided by *epixtech* is available to your staff. To help your staff gain a mastery of the Horizon Sunrise application, workstations and the Horizon Sunrise application should be made available from the time your staff receive training from *epixtech.*

Course Titles and Descriptions

Here are the course descriptions for the training sessions you will receive with the software you purchase from *epixtech.*

Public Access

Number of days: .5

In this session we will cover Staff PAC. The training will cover the following areas: Types of searches and the search flow, Boolean operators and truncation, Bookmarking and creating a bib. list, related works and cross-references, Search restricting and limiting, advanced search functions, status details, making requests, and viewing new additions. On-line help is also shown for future reference.

Pre-requisite: Mastery of basic Windows functionality

Cataloging

Number of days: 1

This course is designed for those who are responsible for cataloging at your library. The participants will learn how to create bibliographic records, item records, copy records and authority records. This course will focus on using Horizon Sunrise to catalog materials. This course assumes basic knowledge of MARC cataloging rules. Participants for this course should be the ones involved in the day-to-day cataloging of materials. The class will give the participants the opportunity to merge records and import MARC records into Horizon Sunrise.

The course covers these topics:

- Workforms
- Bibliographic, Item, Copy and Authority Records
- Merging of Bibliographic Records
- See and See Also References
- Cataloging Reports
- Importing
- Linking Bibs

Pre-requisite: Mastery of basic Windows functionality

Circulation

Number of days: 1

This course is designed for those who are responsible for checking out and checking in materials at your library. During this course, the participant will learn the basics of Circulation processes, as well

as procedures for handling more complex issues such as clearing of fines and transacting refunds.. Additionally, participants will learn to create borrower records, levy fines and fees, checkout materials "on-demand", and view statistical reports for Circulation activities. This course will focus on Circulation processes, but will also cover PAC searching and placing of Requests.

The course covers these topics:

- Creating Borrower records
- Checking out Fast Adds
- Managing the Request Queue
- Statistical Reports
- Resolving Blocks

Pre-requisite: Mastery of basic Windows functionality

Acquisitions

Number of Days: 1.5

The Acquisitions course is intended for those who generate Purchase Orders for acquiring new, replacement, or additional copies of library material. They will learn the various procedures related to setting up Acquisitions, including generating the records needed for setup such as vendor records and budgets/accounts. Your staff will learn the complete Horizon Sunrise acquisitions process, from generating purchase request lists, to Purchase Orders to Receiving the materials to the generating statement records and vouchers giving payment directions. Trainees will learn the various parameters and options provided by Horizon Sunrise, including automatic generation of bibliographic records and/or item records, and serial copy records.

The following topics are covered:

- Set-up of the Acquisitions module
- Use of purchase requests (this feature is not required by all libraries and can be optional)
- Purchase order generation and placement
- Receiving materials ordered
- Payment direction and funds tracking

Pre-requisite: PAC Training

Serials

Number of days: 1.5

This course is designed for those who are responsible for managing and operating a serials department, including the system administrator(s) who manage Horizon Sunrise serials background processes and setup, department heads who manage the day-to-day operations of a serials department, and serials checkin operators who perform the daily checkin and claiming of serial literature. The course covers serials control (setup, routing & summary of holdings) and serials

checkin (ongoing checkin & claiming). It also addresses ordering serials literature using the acquisitions module, payment of serials invoices, the acquisitions/serials link, and the relationship of acquisitions and serials to other Horizon Sunrise modules for environments that are integrated.

The course covers these topics:

- Serials functionality overview (including centralized vs decentralized management issues)
- Creating copy records
- Subscriptions/standing orders
- Establishing publication patterns for predictive checkin
- Establishing baseline issues
- Ongoing checkin, checkin problems & non- predictive checkin
- Special checkins for supplements and indexes
- Monitoring summary of holdings information
- Claiming
- Setup of routing
- Vendor record creation
- Creating serials codes in the Table Editor

Pre-requisites: PAC training and Acquisitions Training

Reserve Book Room

Number of days: .5

Participants in this course will learn how to create and maintain Reserve Title records, whether instructor-owned or library owned. They will also learn how to link those titles to instructor and course records and lists. After linking all 3 types of records into an instructor/course/title record, participants will step through the process of using PAC to search the records and using CIRC to circulate the materials. Following this, they will learn how to remove the materials or return them to their former status.

The course covers these topics:

- Creation of instructor records and lists
- Creation of course records and lists
- Linking either Library-owned (pre-generated) bibliographic and item records or Instructor-owned bib and item records (created dynamically by Reserve) to Instructor(s) and Course(s) records
- Mass or individual removal of titles and items from Reserve via restoration to former status, deletion or archiving

Pre-requisite: PAC Training is recommended

Introduction to System Administration

Number of days: .5

This course is given to the person responsible for the administration of the Horizon Sunrise application. During this course, the SA will learn how to run the Day End Process. They'll also learn basic security for the system, including how to set up user privileges (Passkeys), create users and user groups, assign them IDs and passwords, and connect the Passkeys to these users. Participants will receive an introduction to the Table Editor, Views, Mq_views, and viewing tables in the Table Editor

This course covers these topics:

- Day End
- Horizon Sunrise security
- Introduction to Table Editor

Pre-requisite: Attendance at the setup/installation of your Horizon Sunrise system

Add-On Modules

Homebound

Number of days: .5

This module is designed for library staff members who are responsible for reader's advisory for, and delivery of materials to, homebound borrowers who are not able to use a library directly on-site, including responsibility for the list of homebound borrowers, delivery routes, and title ratings from homebound borrowers. The course covers the setup of background control and tracking records and reports that are necessary to monitor the homebound process carefully so as to provide timely and dependable homebound service.

The course covers these topics:

- Homebound overview
- Setup of user access privileges (security issues)
- Creating and monitoring advisor, route, & delivery type records
- Creating and monitoring borrower's profiles, records & logs
- Homebound and related circulation workflow
- Designing, activating, and printing issue slips for individuals and groups
- Distributing items to and retrieving items from borrowers
- Checkin and ratings assignment
- Managing route lists

Pre-requisites: PAC Training and Circulation Training

Resource Sharing System

Number of days: 1.5 days

Training on the RSS ILL system will address the following areas:

System Administration

- Setting up LLU's and ILL/DD partners
- Lending sequences
- AutoFind
- Staff Users
- Print Task Properties
- Journal Titles
- Reports
- Settings and System Configuration

Workflow

- Overview of the workflow of borrowing and lending
- Task navigation

Borrowing

- Requesting a loan or copy
- Searching correspondents
- Filling out patron information
- Approving a request
- Receiving a loan or copy
- Returning a loan or copy

Lending

- Processing a new request
- Printing a pick sheet
- Shipping a loan or copy
- Checking in a loan or copy

Horizon Media Scheduling

Number of Days: .5 day

Training on the Horizon Media Scheduling module will address the following topics:

Media Scheduling

- Setting up a reserve schedule
- Confirming a reserve schedule

- Updating a reserve schedule
- Printing delivery, return and hold slips
- Deleting a reservation

Media Searching

- Changing the display of the calendar bar
- Viewing schedule details

PAC for Windows

Number of Days: 1 day

Training on PAC for Windows will cover the following areas:

Searching

- Basic searches
- Search settings
- Advanced searching
- Guided search
- Borrower information

System Administration

- Server setup
- Display setup
- Search Group setup
- Launcher setup
- Shortcut Administration

Test Database

epixtech provides, at no additional charge, a test database for use during the migration and conversion process. This database can be loaded onto the existing HP9000 or onto a server at *epixtech* and can be accessed via the Web once the appropriate software has been installed.

References

Instead of providing a list of 50 libraries, we have provided 5 references that are of a similar type and size as Frederick County Public Libraries. Additional references, if desired, can be provided upon request.

Library Name:	Barrington Public
Contact:	Maripat Olson
Phone:	847 382-1300
E-mail:	molson@barringtonarealibrary.org
Installation Date:	June, 2000
Database Size:	not tracked

Library Name:	Indianapolis-Marion County Public Library
Contact:	Colleen Obergfell
Phone:	317 269-5270
E-mail:	cobergfell@imcpl.lib.in.us
Installation Date:	January, 2000
Database Size:	629,047 bibliographic records 1,927,719 holdings 770,000 patron records

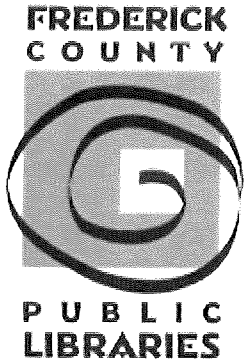
Library Name:	CPC Regional
Contact:	Jackie Beach
Phone:	252 638-7812
E-mail:	jbeach@ncsl.dcr.state.nc.us
Installation Date:	January, 2000
Database Size:	Not tracked

Library Name:	Fort Bend County Library System
Contact:	Jill Sumpter
Phone:	281 341-2630
E-mail:	jsumpter@fortbend.lib.tx.us
Installation Date:	June 1998
Database Size:	158,566 bibliographic records 350,552 holdings 76,100 patron records

Library Name:	Polk County
Contact:	Gladys Roberts
Phone:	863 519-7958
E-mail:	Robertg@pclc.lib.fl.us
Installation Date:	May, 2000
Database Size:	Not tracked

Subcontractors

epixtech does not plan to use any subcontractors to fulfill the terms of this contract.



2: System Requirements for **Frederick County Public Libraries**

submitted by

July 12, 2001

System Requirements

Any system quoted by a vendor must be an integrated, client/server library automation system that currently supports the following basic functions:

A	Bibliographic and Inventory Control
A	Authority Control
A	Cataloging/Database Management with Z39.50 client functionality
A	Public Access Catalog
A	World Wide Web Catalog Interface
A	Circulation
A	Serials Control
A	Acquisitions and Fund Accounting
A	Community Information Database
A	Z39.50 compliancy for the server and all modules
A	Report Generator
A	MARC Bibliographic and Authority Record Import/Export Utility
A	Materials Booking
A	User request and information module
A	~~Information gateway (WWW)~~

FCPL must be able to license and install all of the above modules or features or install them one at a time. The vendor must also quote and be able to provide all of the following products and services to the full extent required for successful system implementation and operation:

A	Data Conversion
A	Software (both operating and application).12
A	Software and Hardware maint enance
A	Installation and database loading
A	Training
A	Documentation
A	Hardware

A. General Requirements

The proposed system must have all of the following capabilities:

A 1.	Require no additional purchases or local programming in order to become operational.
A 2.	The system must be designed for optimum operation in a Web-based computing environment.
A 3.	Use a client/server architecture. All clients must run under Windows 95 or better.
A 4.	All system components must operate in a real-time interactive mode, providing the ability to create, update, maintain, and access all data for library materials and patrons in real time.
A 5.	The system must be installed on a platform with sufficient processor, memory and disk storage, which in the library's estimation, ensure adequate response times.

epixtech:	***epixtech* is among those who have and continue to offer response time guaranties with our host/terminal systems. The cost of such guaranties is a dedicated system. That is, a patron sitting at a system terminal cannot access anything not offered by that system without a "gateway." The gateway is required because any system user is locked inside that system. Because the system effectively fences off a limited set of data, functions, and devices for use, it is an entirely controlled environment. Controlled environments can offer securities such as guaranteed response times.** **Horizon Sunrise allows the library to take the walls down and offer patrons all resources at the same workstation. Any data, device, or application available on the network or from the network can be accessed from the same workstation. This means, for example, a student can be running a word processor and the library OPAC at the same time on the same workstation.** **Horizon Sunrise is not designed to restrict access to data, functions, and devices not controlled by *epixtech*. One of the major pieces of the system not controlled by *epixtech* is the network (LAN, WAN, MAN, etc.) Network management is key to response times. It would not be possible to guarantee response times without setting limits on how the library could use its network resources. Horizon Sunrise puts the power in the hands of the library. If it chooses to emphasize response time between clients and servers over applications access, it is possible to do so by managing the network for those results.** **Finally, it is not clear what response times mean to client/server architectures. Client/server systems use distributed processing. That is, after a given set of records is retrieved to the client, all manipulations are done on the client. As each client differs, so will response times for these updates.** **Response times can only be guaranteed from the moment the request hits the server until the instant the server sends the results back to the client. Response times are largely determined by your hardware and network configurations, not by Horizon Sunrise.**

A 6. Be fully online and have no dependency on an outside host computer for internal routing operations.

A 7. Have the capacity for future expansion to support double the number of simultaneous workstation users through the modular addition of storage devices, memory processing units, and workstations, without replacing any existing hardware and without any decrease in response time.

epixtech:	**Following are the expansion capabilities that are available with the Dell PowerEdge 2500 server, should FCPL choose to use that is the database server:**

Dell PowerEdge 2500 Server, 1 GHz	Current	Maximum
Processor(s)	2 x 1000 Pentium III	2 x 1000 Pentium III
Total Memory	1,024 MB	4,096 MB
Total Disk Space (GB)	27 (all disks)	216 (internal disks)
Number of Disk Drives	3	6

Based on RAID 0 (Stripe) disk configuration.

A 8. Provide for the input and output of bibliographic, authority, and patron data. All bibliographic and authority data will be in USMARC format.

A 9. Have the demonstrated capability of supporting, with one central computer configuration sharing a common database, Branch libraries each maintaining different delinquency criteria, fine calculation rules, loan period rules, patron databases and hold parameters; each different library's catalog must also be able to be hidden from the users of the other system; the Library must also be able to define an unlimited number of these agency-specific parameters. *Due to the nature of service provided by the Detention Center Library, FCPL requires that materials in this collection not be visible to patrons using the PACs in other library facilities or accessing our catalog remotely. Also materials in the collections of other Branch Libraries must not be visible to inmates using PACs at the Detention Center.*

A 10. Have the ability to concurrently run all application modules on the same hardware configuration without having to logoff and logon across modules and without system shutdown.

A 11. All modules must be graphical and accessible from any workstation through a login procedure.

AD 12. All modules must be licensed for the server not the client.

epixtech:	**Modules are licensed for both the server and the client.**

A 13. Proposed system must be fully Z39.50 compliant for client and server and configured for full TCP/IP support. It must also easily interface with external databases such as those found on the Internet using TCP/IP and Z39.50 protocol.

A 14. The system must be capable of transparent functionality with Ethernet and TCP/IP compatible local area networks. The Vendor must be able to supply a list of at least 50 current library customers with a minimum database size of 10*0,*000 titles that are available for Web-based PAC searching via the Internet.

A 15. Fully integrated, using a single common, catalog database for all operations and a common operator interface across all modules.

A 16. Hardware resources must be expandable to large networks including RAID, multiple processor computers and multiple servers or must be reducible to as little as a single workstation configuration.

A 17. The database engine must support mission critical database management with full auditing and rollback.

A 18. Protection for application, system and data files through the use of passwords or other security measures must be provided so that information critical functions cannot be performed without proper authorization.

A 19. The proposed software must include procedures and programs that enable rapid recovery from hardware or software failure.

A 20. Once configured by the library, built- in security protection for software modules and sub-modules must be invisible to the user; that is, password

access must not be necessary at each level of software except when deliberately configured that way by the library.

epixtech:

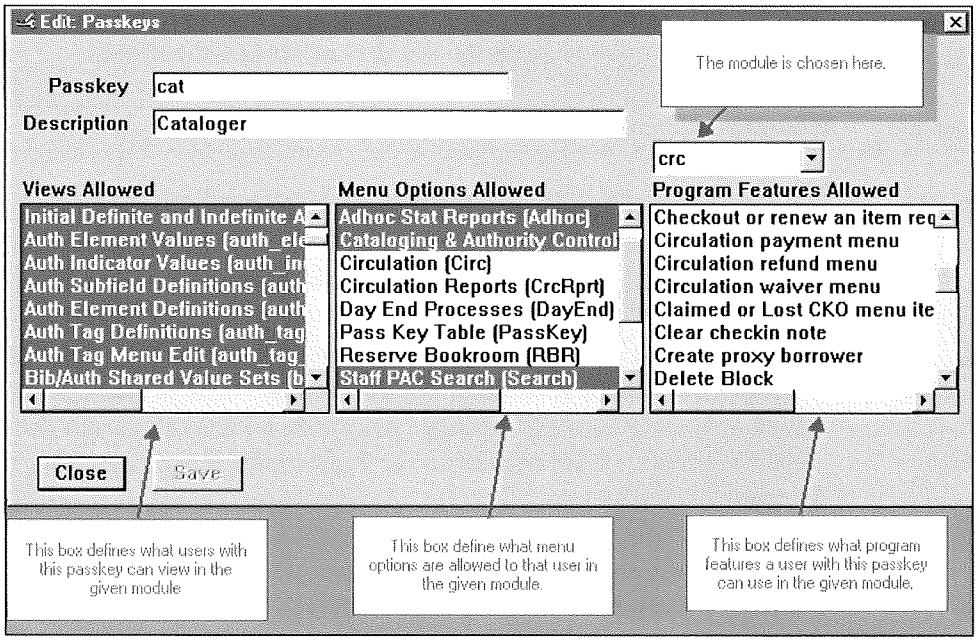
The Horizon Sunrise system involves three levels of security.

First, we assume that you have network security that prevents unauthorized persons from accessing the network.

Second, SQL Server provides security on databases, tables, and views.

Third, Horizon Sunrise uses a system of passkeys and user-level passwords to prevent those who do not have permission from using the individual modules and features within those modules.

When you set up your system, you create user IDs and passwords for the various levels of staff who will have access to the library system. Each of these passkeys has certain user privileges associated with it. When staff log on to the Horizon Sunrise system, they must enter a passkey. They are then only able to access functions to which that passkey entitles them.


Edit Passkeys
Passkey
cat
Description
Cataloger
The module is chosen here.
crc
Views Allowed
Menu Options Allowed
Program Features Allowed
Initial Definite and Indefinite A
Auth Element Values (auth_ele
Auth Indicator Values (auth_in
Auth Subfield Definitions (auth
Auth Element Definitions (auth
Auth Tag Definitions (auth_tag
Auth Tag Menu Edit (auth_tag
Bib/Auth Shared Value Sets (b
Adhoc Stat Reports (Adhoc)
Cataloging & Authority Control
Circulation (Circ)
Circulation Reports (CrcRprt)
Day End Processes (DayEnd)
Pass Key Table (PassKey)
Reserve Bookroom (RBR)
Staff PAC Search (Search)
Checkout or renew an item req
Circulation payment menu
Circulation refund menu
Circulation waiver menu
Claimed or Lost CKO menu ite
Clear checkin note
Create proxy borrower
Delete Block
Close
Save
This box defines what users with this passkey can view in the given module
This box define what menu options are allowed to that user in the given module.
This box defines what program features a user with this passkey can use in the given module.

Library workers with higher clearance could perform higher security tasks in the specified module at the same workstation, by entering a passkey and specifying whether or not they want the new privileges to be temporary or permanent for that station.

Horizon Sunrise secures the following areas of its library system:

- **Configuration tables that control how applications function and how screens appear,**
- **Sensitive information tables such as vendors or budget,**
- **Menu options that access each Horizon Sunrise module, and**
- **Program features within modules.**

	Horizon Sunrise secures these areas via the Horizon Sunrise logon screen. This logon screen requires a password that allows only authorized personnel to access the modules specified in the logon screen. Modules can be configured so that upon logging on, any other modules, views, or features that are secured are never accessed. **In addition, when an operator attempts to access a secured table or to execute a secured program feature for which the passkey entered at logon does not provide access, the system presents a dialog box. At this point an authorized person may grant temporary access to the secured function.** **In addition to module-by-module security, a staff member's user ID and password enables them to access specific functions within a module or modules. The system administrator configures every staff member's rights and privileges in regards to reading and writing data to the system.**

__A__ 21. The system must be configurable so that it does not even display on specific workstations the modules and sub-modules to which those stations do not have access.

__A__ 22. If the system fails to function according to library specifications, the vendor will make necessary modifications, retest and reinstall software in a time period to be specified in the contractual agreement.

__A__ 23. The system shall protect the central files from erasure or contamination.

__A__ 24. The system must be able to operate 24 hours a day, 7 days a week, 52 weeks a year. The system must be available for staff and patron use while backup procedures are being performed.

epixtech:	**Horizon Sunrise is designed to run 24 hours a day, 7 days a week. There is no need to take the system down to conduct major tasks such as running reports, batch loading files, or performing a system backup. System failure is usually due to hardware or network failure, not failure of the Horizon Sunrise application. For this reason, *epixtech* cannot guarantee performance levels; however, most Horizon Sunrise clients find that their systems perform to these expectations.**

__A__ 25. The vendor must provide support service 24 hours a day, 7 days a week, 365 days a year. The vendor must provide direct access to its own support staff, and not use third-party staff, third party answering services or voice mail. Library access to vendor support must not be restricted to specific library-authorized staff.

epixtech:	**The number one goal of *epixtech* customer support is to deliver a service solution that is both easy to access and provides quick resolution. Several unique programs enable us to achieve this goal:** • **One virtual North American support office. U.S. and Canadian support staff are combined resulting in a larger pool of available support personnel and an**

	increase in our weekday support hours. This also offers better coverage during both Canadian and U.S. holidays.
	• **Toll-free numbers for all customers**
	• **Broad coverage. Tier 2 support offers the following:**
	  • **Phone support hours 7 am – 9 pm EST, Monday through Friday**
	  • **Emergency software support hours 7 am – 11 pm EST, Monday through Sunday (7x24 emergency support is available with Tier 3 support)**
	  ▪ **Failed system backup**
	  ▪ **Inability to circulate or use PAC for searching**
	  ▪ **Emergency coverage of a down system is covered through hardware maintenance**
	  ▪ **Emergency recovery services after 9 pm available at current billable rate**
	  ▪ **Emergency software support after 9 pm would also be billable at current rate**
	  • **All major and interim series upgrade releases**
	  • **Data-corrupting bugs patched on request as available**
	  • **One system administrator contact with two designated contact backups**
	• **Interactive, Internet-based Log Express. Provides your library with real-time access to the *epixtech* customer database to manage your library's support requests. You can also search the resolution records for assistance in resolving many of your queries.**

A 26. Expansion, including additional features, modules, or hardware shall be possible without interruption to the programs already operational.

A 27. Software upgrades shall be requested by FCPL and supplied to FCPL in a self- installing form, preferably ftp download or an upgrade via a Web site. Instructions for software upgrades must be provided by the vendor before the upgrade is installed.

A 28. The system must be capable of reading FCPL's existing item and patron barcodes. With the addition of the Detention Center Library the software must also be capable of reading a second type of item and patron barcodes. (see Section K "Barcodes" for more detail)

epixtech:	**Horizon Sunrise is capable of reading multiple barcode types. As we have indicated in Section K, we will need the algorithm used by VTLS to convert 14-digit barcodes to 10-digit barcodes, in order to "translate" them back to the original numbers. This will require custom programming, which has been included in the cost section. Our estimate may be high, exact costs will be determined once further information is provided.**

A 29. The system must allow for unattended backup onto industry standard magnetic storage media. All backup operations should be completed via a menu-driven interface with no separate programs or knowledge of UNIX or other operating system software procedures required.

__A__30. The system must be UNICODE-compliant and correctly display UNICODE-based fonts in the PAC.

epixtech:	**UNICODE functionality is available, but requires Windows NT/2000 in order to display properly.**

__A__31. A backup system for circulation must be available. All transactions on the backup system must directly feed into the main system and immediately update all files when it is again available.

__A__32. No specialized console printing can be required.

__A__33. The system must be able to support SIP2-compliant patron self-checkout stations.

__A__34. The system must support workstations designed for patrons with special needs, including blind and hearing- impaired patrons.

epixtech:	**Disability access is provided by Horizon Sunrise as a function of the client hardware or operating system. Equipment such as large-screen monitors, voice-recognition devices, and keyboards will allow special access to the Horizon Sunrise system. Any third-party software package for Windows that offers options such as StickyKeys, scaleable user interfaces, and visual cues (in lieu of sounds) for the disabled will carry over to Horizon Sunrise, just as they would for any application. Horizon Sunrise operates in an open-system environment and allows libraries to offer access for *all* patrons and staff members, by leveraging open development by experts in disability access hardware and open-system software.** ***epixtech* does offer Ai Squared's ZoomText Xtra! Level 2 – a powerful and easy-to-use adaptive software application. ZoomText Xtra! magnifies screens and outputs screen to speech for Windows, Internet browsers, and text applications.**

__A__35. Using a single type of printer, the system must be capable of producing: cash register-type receipts, statements of checked out items, receipts for checked in books, and copies of any patron account statuses available to an operator at checkout or check- in.

__A__36. Any vendor proposed system must be capable of working with third party software.

B. Client and User Interface Requirements

__A__1. Vendor must offer a choice of distinct client software for use in accessing and operating the proposed server modules, including, but not limited to:

__N__ ~~a character-based client~~ *client software* stored on the host *machine, that may be invoked from a remote workstation via a telnet session to provide minimal automation functionality* ~~computer for use by workstation or web access users,~~ without the need for local client software

A Windows staff client with a graphical user interface (GUI) designed for use on PC's running Microsoft Windows 95 or better.

A World Wide Web (WWW) client that permits access to all public services offered by the library through standard Web browsers such as Netscape, Internet Explorer, etc.

A Fully- integrated Z39.50 cataloging client supporting searching and capture of MARC bibliographic and authority records from any Z39.50 compliant server

A 2. Any software proposed by the vendor must allow flexibility when designing screens. FCPL must be able to easily redesign any screen without programmer or vendor intervention.

A/N 3. The system must enable an authorized library administrator to determine the exact text of help screens user-by-user.

epixtech:	**Help text can be customized on PAC screens but not on screens in other modules.**

A 4. Help text must be available for each command. The operator must be able to request and receive context-sensitive help for the command in use with a single keystroke.

A 5. An operator must be able to page backwards and forwards through the help text.

A 6. The client must perform all edit checking of user input before sending inp ut to the server.

A 7. The client must control all attached peripherals, including barcode readers and printers.

epixtech:	**Printers can be connected directly to a workstation or can be network printers.**

A 8. The software must accept input from devices such as barcode readers attached to a workstation.

A 9. The initial logon to the system must set all privileges for all modules and must not require operators to change "subsystems" to perform a different set of commands.

A 10. The system's modules must be aware of activities performed by other modules and of the data available to them.

A 11. All commands must be available to an authorized user simultaneously, without the need to switch modules, menus or screens.

A 12. Users must be able to compile and run reports at any time without significant performance degradation, including during backup operations.

epixtech:	**Reports can take up to an hour to run and others can run instantly. Most reports take less than 10 minutes. The variables that determine the amount of time it takes to run a report are simple. Is the information that you are looking for in just**

	one table? Is the information indexed? Response times are better when searching on an indexed field. If the library plans to run a report often we encourage them to add an index. **With EasyAsk, a natural language report generator, you can control complex reports by using a throttle built into the program. If the query takes longer than a library-specified amount of time it will stop and ask the user if they would like to schedule it to run at a later time.**

__A__13. The vendor must provide Web-server access to all service requests placed by a specific customer. The customer may place service requests via e- mail, Web or by telephone.

C. Network/Information Access Requirements

__A__1. The system must be configurable to connect to the Internet and to other libraries and services.

__A__2. The system must include a PAC module that allows on or off site searching of the PAC with any standard graphical web browser (Netscape, Internet Explorer, etc.).

__A__3. The system must provide access to local URLs.

__A__4. Through the PAC module (with its Z39.50 client capabilities), a user must be able to search for materials among the collections of other library systems that have Z39.50 server support for their catalogs.

__A__5. The web client must be HTML based and may be customized/configured without vendor or programmer intervention or assistance.

__N__6. The vendor must provide an interface to the PAC that is WAP/WML enabled.

__A__7. The database must be manipulated using standard query language without using proprietary vendor software.

D. Central Processing Unit (if new hardware is recommended)

__A__1. The CPU, as well as other proposed equipment must not require any special environment. A normal office environment must suffice. The system's hardware platform must be tolerant of varying environmental conditions including ranges of temperatures (40 to 80 degrees Fahrenheit) and humidity (10 to 90%)..

__A__2. The CPU must be capable of supporting all functions of the fully integrated system, including expansion to accommodate libraries and modules that are not part of this bid.

__A__3. The CPU must include a CPU processor, disk storage (potential capacity of at least 20 GB), *appropriate* backup device, UPS, power monitoring software, and diagnostic modem. Any other equipment considered necessary by the vendor must be stated separately from the above requirements and an explanation given for its inclusion.

__A__4. The CPU must provide sufficient storage space for three years of normal growth (5% annually) for the database and modules specified in this document.

__A__5. The vendor must provide software that automatically performs an orderly shutdown of the system when power is lost.

__A__6. The UPS must provide enough power for several minutes of operation prior to beginning an orderly shutdown of the system. Although specified by the library, the time between power loss and the beginning of shutdown will not exceed 5 minutes.

__A__7. The CPU must include an Ethernet port that may be connected to a TCP/IP Local Area Network.

FREDERICK COUNTY PUBLIC LIBRARIES

3: Required Database Features for **Frederick County Public Libraries**

submitted by

epixtech

July 12, 2001

Required Database Features

A. Bibliographic Files

__A__ 1. The system must store MARC bibliographic records of the library's collection, providing efficient, complete access to the collection, and protecting the integrity of the database while providing the flexibility to import and /or export records from/to other databases.

__A__ 2. Cataloging and database editing functions must be configurable so that they are available only from designated staff terminals.

__A__ 3. Pre-formatted screens (templates) should be provided for local MARC data entry and editing. The library must be able to create any number of templates for its own use.

__A__ 4. Automated error checking of local data entries for conformity to US MARC rules should be included as a feature of this module.

__A__ 5. The system must accept MARC records from on- line bibliographic utilities.

__A__ 6 The system must support electronic transfer of individual bibliographic records without changing or deleting fields in the US MARC format.

__A__ 7 The system must detect duplicate records (bibliographic, authority and holdings records) being loaded to it and retain them separately for manual review.

__A__ 8 The system must load full US MARC bibliographic records (virtually without limit to the record length)

__A__ 9 The system must load brief US MARC records.

__A/N__ 10. The system must provide a method for entering and verifying hypertext links.

epixtech:	**Numerous third-party URL checkers are available that can be used with Horizon Sunrise.**

__A__ 11. Bibliographic records must be indexed for access from a variety of points, including personal names, corporate names, conference names, titles, parallel titles, uniform titles, variant titles, series titles, subject headings (including cross-references), OCLC numbers, barcode numbers, ISBN/ISSN numbers, LCCN numbers, format and item level call numbers.

B. Database Files

__A__ 1. The system must provide access to and maintenance of bibliographic and authority MARC record formats.

__A__ **2.** The system must be able to access multiple cataloging resource databases.

__A__ 3. It must provide for manual keying of new (original) bibliographic and authority records into the database in US MARC format.

__A__ 4. The system's database must be directly accessible to third-party printing and reporting tools such as Microsoft Word and Microsoft Access by using an appropriate ODBC driver or file format.

C. Authority File

__A__ 1. The system must load, maintain and output a database of authority records in full US MARC authority format.

__A__ 2. The Cataloging Module supports the same record creation, modification and deletion capabilities for authority records as for bibliographic records.

__A__ 3. New authority records must automatically create all "see" and "see also" references for bibliographic records containing that authority heading.

__N__ 4. The system must use existing indexed entries from bibliographic records for verification so that MARC authority records are only required for "see" and "see also" references and not for every heading in the bibliographic database.

__A__ 5. The system must provide a method for differentiating between LC and non-LC authorities, and support multiple thesauri based upon the different listings from which authorities come including at least author, title, subject and LCCH.

__A__ 6. The system must provide immediate, real-time indexing of all authority records added to the system.

__A__ 7. The system must verify authority headings against existing bibliographic and authority entries in real time.

__AD__ 8. The system must display upon request a list of valid headings from the authority file when the heading keyed does not match an existing heading already in the authority file. Authorized staff must be allowed to correct and/or replace incorrect headings

epixtech:	**If a keyed heading does not match an existing heading, Horizon will display a message indicating there is no match, and asking whether you want to create a new heading or search. If you choose to search, PAC is automatically opened. You can then search for an authority heading, and if one is found, send it back to Cataloging.**

__A__ 9. All fields in the US MARC authority records, including the fixed and variable fields must be editable either individually or globally.

__A__ 10. The system must automatically generate "see" and "see also" authority references as authority records are edited.

__A__ 11. The system must accommodate authority records whether generated in- house or loaded from external sources including bibliographic utilities, Library of Congress, and others.

__A__ 12. The system must allow records to be selected and reviewed by authority for verification of in- house and external sources.

__A__ 13. Local entry and editing must be provided through formatted screens.

__A__ 14 The system must allow authority files to be printed and/or downloaded in US MARC format.

__A__ 15 The system must be designed to accommodate changes in the US MARC authority format and new national standards formats as they are developed (e.g. new format for LCCNs).

epixtech:	**Many changes to MARC format can be directly applied by the library by editing the MARC tag definitions; you do not need to wait for the next release to incorporate changes to the MARC standard. *epixtech* monitors LC and OCLC changes and implementation schedules, and works to accommodate the changes. *epixtech* is usually able to incorporate changes to the MARC format into Horizon**

	with the next general release, assuming adequate lead time between publication of standards and the time of the general release.

__A__ 16. The system must link each heading in the library's authority files to each occurrence of that heading in the bibliographic file.

__A__ 17. Users must be able to verify headings in a bibliographic record against existing authorized headings

__A__ 18. Bibliographic records must be automatically re- linked to authority records when authorities are merged or changed.

__A__ 19. The system must permit the operator to select a heading from an authority or existing bibliographic record list.

__A__ 20. The system must update all occurrences of a heading in a bibliographic file with a single machine transaction.

__A__ 21. The system must match incoming LC or other national standard authority records against the local file.

__A__ 22. The system should allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record and record the source of that authorized heading or entry..

__A__ 23. The system must provide reports that list headings used for the first time, invalid headings that should not have been used (matches "see"), cross references that are blind either because no record exists or because a record has been deleted, duplicate barcodes, and duplicate authority records.

__A__ 24. Authorized records for headings and entries must include the source of authority, the date authorized or first used, the date of last revision, related "see," "see also," "see from," and "see also from" references.

__AD__ 25. The system must include "earlier/former," "later," and "broader/narrower" search term references that indicate relationships between two headings.

epixtech:	**Horizon Sunrise supports "earlier/former," "later," and "broader/narrower" references only if they have been set up as cross references.**

__A__ 26. The system must store and index local subject headings. These headings must be searchable from authorized workstations.

__A__ 27. The system must display references, scope notes, reference notes, and general information notes.

__A__ 28. The authority file must be browsable to view adjacent headings and entries as well as the related entries and notes.

__AD__ 29. The system must display, upon request the total number of bibliographic records linked to a specific authority heading and individual bibliographic records linked to a specified authority heading.

epixtech:	**After selecting an authority record and then choosing Show Titles, PAC displays a list of all bib records that are attached to the authority record**

__A__30. The system must accommodate personal, corporate, and topical name headings in a name authority file, title, uniform title and series entries in a title authority file, and subject headings in a subject authority file.

__A__31. The system must allow authorized staff to transfer a keyword, phrase or exact heading from an authority record to a bibliographic record and transfer a keyword or phrase from a bibliographic record to an authority record.

__AD__32. The system must allow authorized staff to use a keyword or phrase from an authority display in a search without retyping.

epixtech:	**Horizon supports the ability to copy and paste a keyword or phrase from an authority display. If the phrase is marked as a cross reference, it can be searched on simply by clicking on the cross reference.**

__A__33. The system must check the operator's input against the appropriate authority entries for fields under authority control.

__A__34. The system must enable an authorized operator to retrieve and display records flagged as unauthorized on-line at the workstation and print these records.

__A__35. The system must allow an authorized user to modify authority control policies to include additional thesauri after initial installation of the system.

__A__36. The system must not impose a limit on the number of "see from" and "see also from" headings that may be added to an authority record.

__A__37. The system must be configured to have separate indexes for LC name and subject headings, NLM subjects, or other locally defined indexes.

__A__38. The system must be configurable to accommodate a single authority index or the addition of multiple indexes.

__A__39. The system must enable authorized staff to change default system values for thesauri at a later date.

__A__40. The system must allow correction of incorrect headings by authorized staff.

D. Patron File

__A__**1.** The information entered, stored and/or linked in the patron database must include, but is not limited to the following fields:

- __A__ title
- __A__ name (last, first and middle initial)
- __A__ permanent and secondary address
- __A__ city, state and zip code
- __A__ multiple phone numbers.18
- __A__ patron type or category
- __A__ date the record was created
- __A__ barcode number
- __A__ manual block field
- __A__ date record was last updated
- __A__ alternate ID number (PIN)
- __A__ issuing Branch library
- __A__ note field or free text field that cannot be viewed by the patron from remote access

A email address
A materials outstanding
A fines and fees owed
A hold requests
A date card was last used (last activity)

A 2. Patron information must be indexed by at least patron ID number, patron name, alternate ID number, zip code, and date library card was last used.

A 3. The system must be able to detect duplicate patron records. Duplicate checking must be possible on any library designated indexed field(s) within the patron record.

A 4. The system must allow patron records to be created, modified, copied and deleted by authorized staff.

AD 5. Pseudo-patrons such as technical processing, bindery or even another library must be accepted as valid patrons.

epixtech:	**When an item is at the bindery or in technical processing, it is reflected with the item status, rather than being checked out to a pseudo patron.**

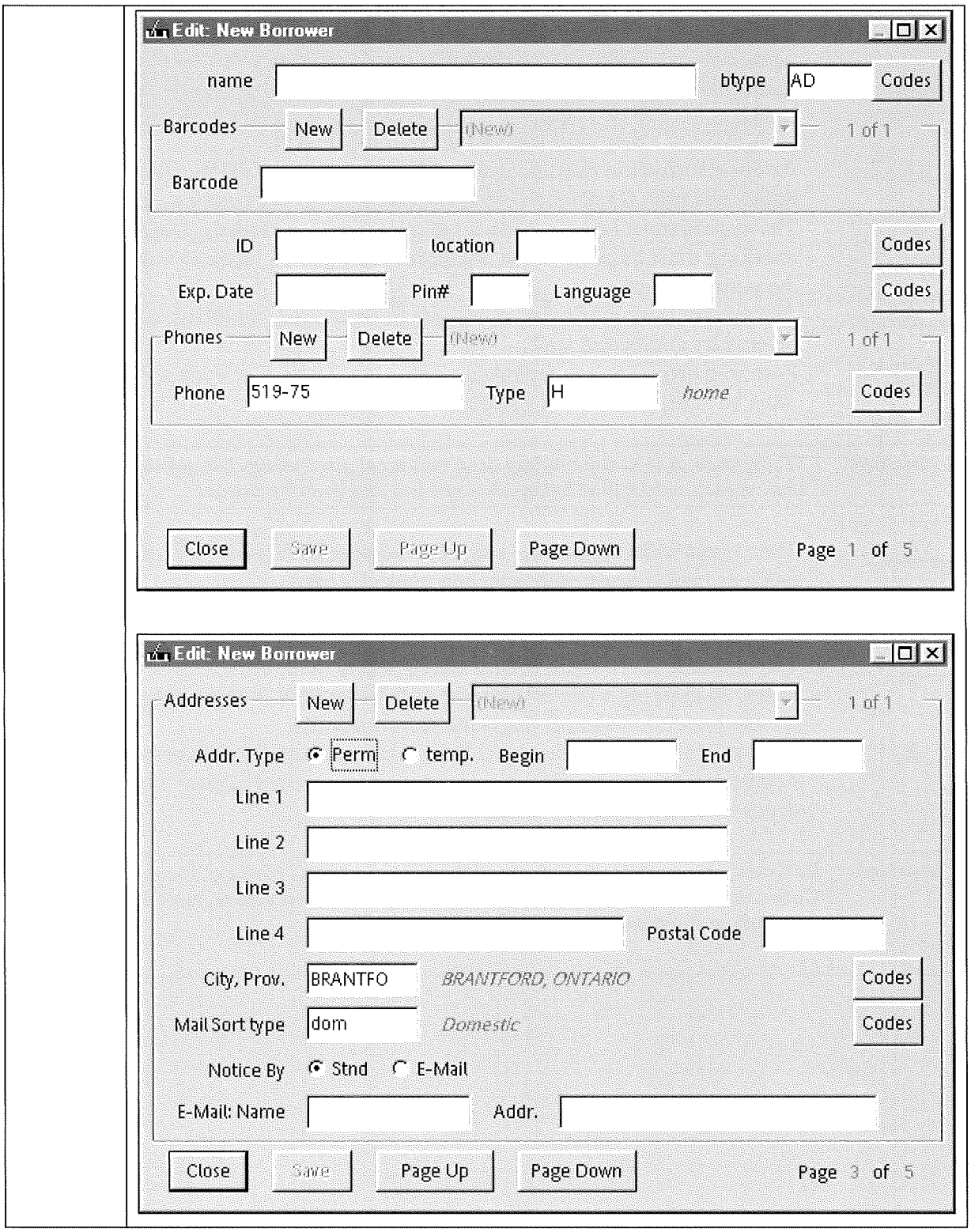
A 6. The system must support ~~an unlimited number of~~ *at least 500* patron types (such as patron, staff, in-house, and books by mail).

A 7. The patron ID must be a unique identifying number to preclude duplicate records for the same patron ID.

A 8. The alternate ID (if there is data stored in this field) must also be a unique index, so entering a driver's license number or SSN in this field provides a double protection against duplicate patron records.

A 9. The system must provide coded fields and/or templates to expedite the entry of patron information. Codes entered must be verified against a list of existing codes to insure database integrity.

epixtech:	**Following are some screen shots of the patron record. Many of the fields include a Codes button that allow staff to select from pre-defined values, ensuring more accuracy in the patron record.**



__A__10. The system must allow for printing a specific patron record including all currently checked out items, holds and outstanding fines and fees, etc. This

information will print continuously until the end of the information is printed and not one section (items checked out, fines, etc) per page.

__A__11. The system must accept patron records in machine-readable form for initial database creation.

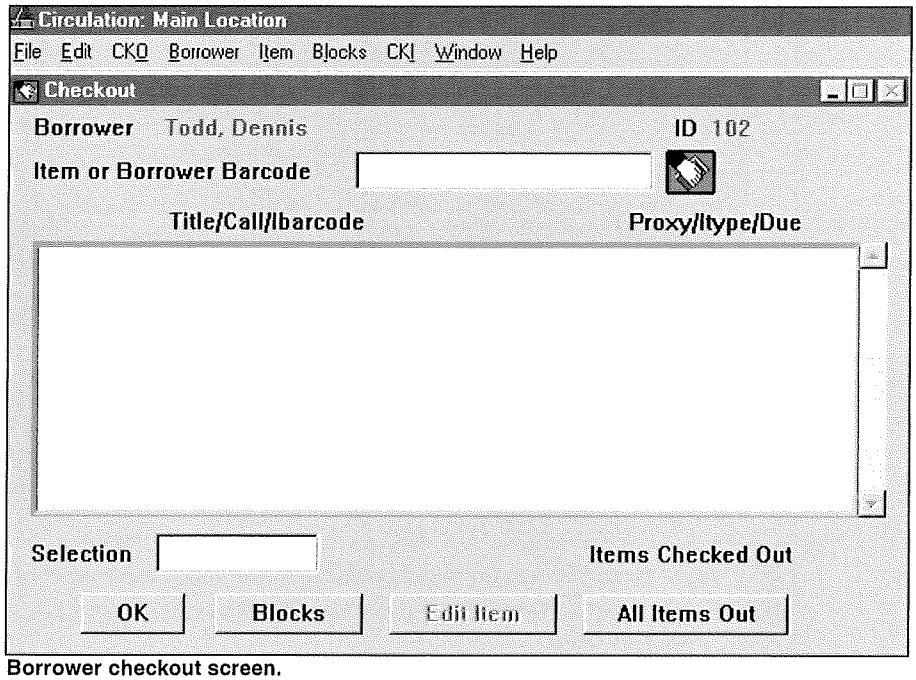
__A__12. The system must permit the library to define the amount of patron information that can be seen from the main checkout screen and by patrons accessing their record from a PAC or remote login.

__A__13. The patron file must be accessible by staff using the patron's surname, barcode or some other alternate identifier.

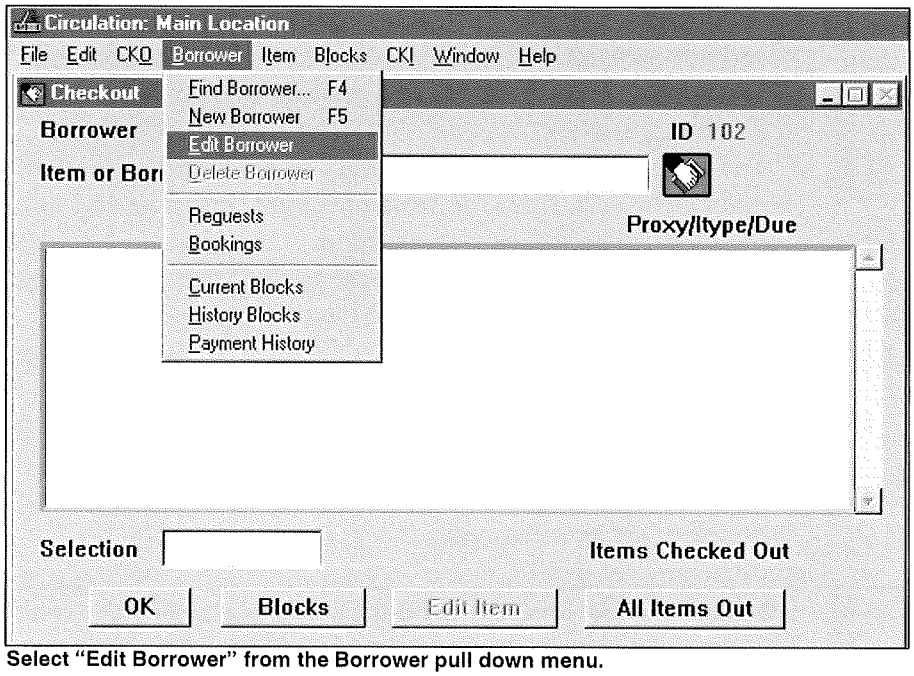
__A__14. The system must allow authorized staff to browse, alphabetically by last name, through the patron database.

__A__15. The system must allow staff to assign a new barcode to a patron when the old one is lost without otherwise affecting the existing patron record. The patron information and items charged to the patron from the old barcode must be linked to the new barcode.

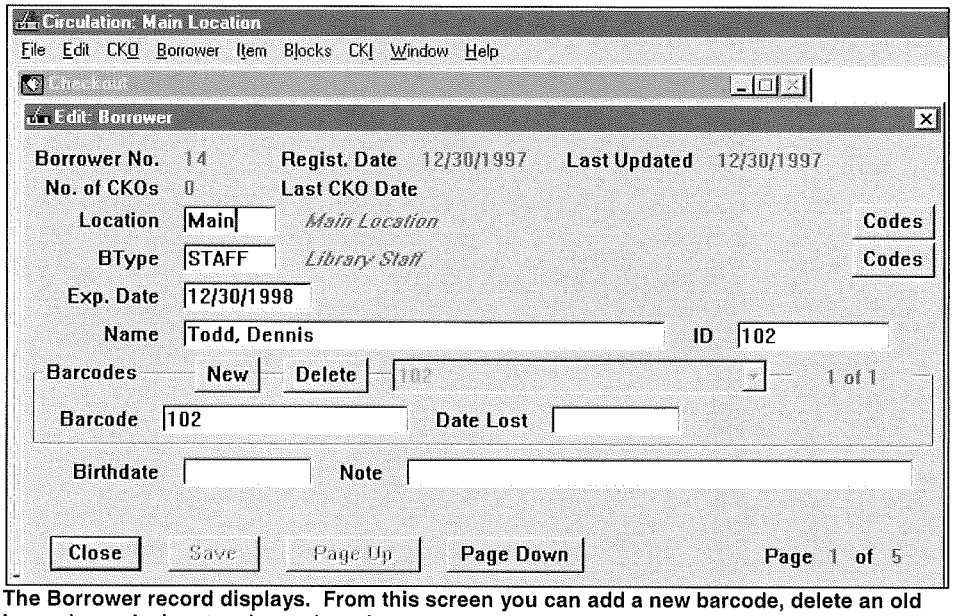
epixtech:	**Replacing a lost barcode—and the card it's attached to—is simple with Horizon Sunrise. You locate the borrower's record, note the lost barcode in the patron record, and then enter a new barcode. If you need to replace a damaged barcode label, Horizon enables you to either give the borrower a new barcode, or you can look up the borrower's barcode number and give the borrower a new label (check your library policy on replacing barcode labels).**



Borrower checkout screen.



Select "Edit Borrower" from the Borrower pull down menu.



The Borrower record displays. From this screen you can add a new barcode, delete an old barcode, or designate a barcode as lost.

If a "lost" barcode is ever used, either by the original owner or by someone else, the system displays a message explaining that this barcode has been reported lost. You can then:

- Archive the lost barcode, in which case the original owner would have two viable barcodes.
- Cancel the circulation procedure, in which case the lost barcode remains lost and unusable.
- Delete one of the barcodes.

__A__16. The system shall allow authorized staff to execute global updates to subsets of the patron file, up to the full patron file.

__A__17. The system must allow for easy retrieval and editing of a patron record from within the checkout mode.

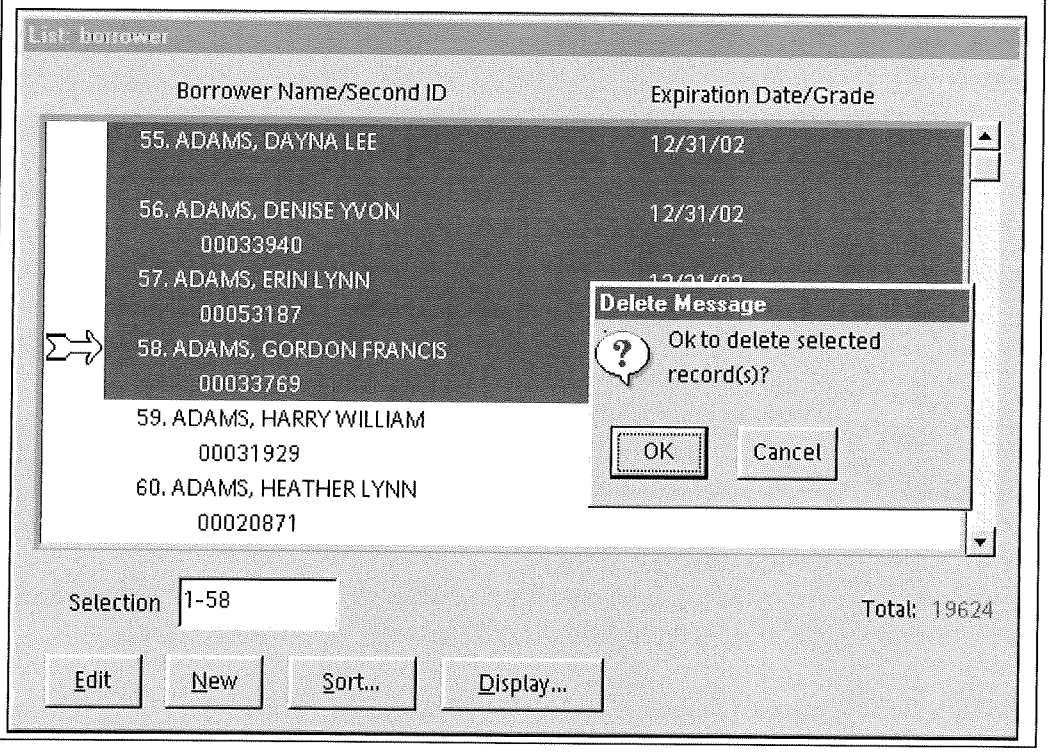
__A__18. Authorized staff must have the ability to delete a password or PIN in order to assist patrons who have forgotten their password or PIN.

__P__19. Patrons must have the ability to change their password or PIN from a PAC, remote login or with staff assistance.

epixtech:	**This is a planned enhancement, a release date has not been scheduled.**

__AD__20. The system must allow the library to purge inactive patrons automatically according to Library-defined parameters (such as, date of last action and/or type of patron).

epixtech:	**Horizon allows you to generate a list of patrons to be purged. You can then batch delete all of the identified patron records.**



__A__21. Patrons with items checked out, fines or blocks must not be automatically deleted.

__A__22. The system must generate a report of patrons who met the deletion requirements but were maintained in the system because of conditions described in the item above.

E. Data Files for MARC and Item Records

__A__ 1. The system must accommodate a labeled item record to uniquely identify copies or volumes of a specific title.

__A__ 2. This record must contain a unique number corresponding to an optically scannable identifier such as a barcode.

__A__ 3. MARC data may include monographs, government documents, serials, media pieces, or other types of material. Item records must be linked to an item-specific barcode number, fine level, material type, notes, call number (Dewey), series, and loan period.

__A__ 4. Item records must also link to due date (if checked out), the last discharge date, number of circulations since a specified date, and holds against the item.

__A__ 5. In the public access mode, item status must be automatically displayed to the user retrieving the record.

__A__ 6. Holdings records for series and monographic sets must include a summary format as well as volume-specific and copy-specific data.

__A__ 7. The system must automatically link item records to bibliographic records in real time, if appropriate copy information has been placed in specified USMARC fields.

__A__ 8. The system must be compatible with a variety of barcode labels, including 3 of 9, and CODABAR, Code 39 barcode formats.

__A__ 9. This record should contain a barcode, the shelf location, branch location, circulation status, statistical category, loan rule used, material format/ material class, item call number, circulation counter (e.g. total circulation count, circulation since library specified date), renewal counter, last activity date, note fields, last date returned, cost, and space for other library-defined fixed or variable length fields.

__A__ 10. Item records must be variable in length, with a variable number of variable fields, which may be repeatable and allow for a separate call number in each item record. FCPL should also be able to specify additional new variable-length field and their display labels.

__A__ 11. The barcode number and item call number must be indexed for direct retrieval of item records All other fields must be available for reporting purposes.

__A__ 12. The system must provide for coded fields to expedite the entry of item information. Codes entered must be verified against a list of existing codes to ensure database integrity.

__A__ 13. An operator must be able to create a temporary set of item record defaults to apply in batch editing/rapid updating of existing records.

epixtech:	**Horizon Sunrise Cataloging has a feature called Item Group Editor, which is a separate interface that allows staff to conduct compound searches, i.e., searches using several criteria to pinpoint the items they want to edit. The compound search interface even supports the ability to create a list of items with one search, then conduct another search and append the results of the second search to the first. Changes can be made on one, all, or selected items in the list window. Changes can be made to several fields (e.g. location, collection, itype, call type, etc.) at once to all of the selected items.**

A 14. If a value is undefined in the parameter table for a fixed field, it must not be possible to accept it and store the item record.

A 15. It should be possible to suppress the display of item records in the OPAC.

A 16. The creation of item records for materials on order without assigning a barcode to the item record must be allowed.

A 17. It should be possible for the library to specify up to *500* individual locations..

A 18. The system must support up to a five-character location code with up to 22 characters available for display in the OPAC.

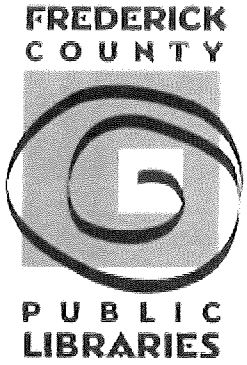
A 19. It must be possible to create, edit and delete item records from a workstation.

A 20. It should be possible to delete multiple items efficiently by either keying line numbers or a range of line numbers, or by scanning barcodes.

A 21. It must be possible to create item records in serials as individual issues are checked in.

A 22. When issues with items are bound in serials, the system must automatically delete the individual item records and create a new item record for the bound volume at the operator's discretion.

A 23. The system must generate on demand a report, by individual library location if desired, that details those bibliographic records that no longer have item records attached.



4: Functional Specifications for **Frederick County Public Libraries**

submitted by

July 12, 2001

Functional Specifications

A. Cataloging

The Cataloging module maintains the bibliographic database and authority control files in full MARC format. This module supports the creation, modification and deletion of bibliographic item and authority control records and accommodates indexing rules.

__A__ 1. The system must provide the tools needed to catalog a record quickly and accurately. These tools include:

- __A__ local access to a large copy cataloging resource pool
- __A__ global, instantaneous subject and series authority control
- __A__ immediate record availability from other system modules
- __A__ full screen editing
- __A__ ALA/US MARC character set forms
- __A__ cataloging templates for original record entry
- __A__ customized card and label printing
- __A__ full cut-and-paste capability in the editor
- __A__ accommodation of additional library –defined MARC tags

__A__ 2. The system must maintain a bibliographic database in full MARC format. It must also utilize current MARC conventions for all material types, including the integrated MARC format. The proposed system must also support the full MARC standard for record lengths and field lengths: 100,000 characters and 10,000 characters respectively.

__A__ 3. Except as defined by the MARC21 standard, the system must not place any limits on the total size of a MARC record or any given field, the total number of fields stored, or the number of occurrences of any given field. If so, provide a description of any limits.

__AD__ 4. The system must provide for global field changes to MARC records including specific subdivisions of authoritized headings regardless of their position. The global change facility system must also permit the user to make programmed global changes to any field in any other record type on the system, including patrons, items and course records.

epixtech:	**Global updates are supported by Horizon Sunrise. Global changes can be made to both authority and bibliographic records. Each time you change an authority heading, Cataloging automatically updates all bibliographic records associated with that authority record. Alternatively, you can search for and edit each occurrence of an authority heading, which will in turn update all bibliographic records associated with the respective authority record.**

__A__ 5. The system must permit the cataloging system to be updated to reflect LC changes in bibliographic formats.

__A__ 6. The system must be able to display all diacritics and special characters that appear in OCLC and LC records.

__A__ 7. The system permits individual cataloging records to be updated.

__A__ 8. The system must notify an operator, online, if a duplicate record is being added. Duplicate checking must be available on all indexed fields. The library must be able to specify the fields upon which duplicate checking will occur.

__AD__ 9. The system must accommodate the transfer of copy holdings (all item/volume records attached or selected item/volume records attached) to another bibliographic record by. clicking and dragging the information from one record to another. The undesired bibliographic record must also be deleted, if desired, as part of the transfer process.

epixtech:	**Horizon allows you to merge bibliographic records, and will transfer the item records attached to the "dying" bib record to the "surviving" bib record. It does not accommodate dragging and dropping bibliographic records.**

__A__ 10. Cataloging must import and retain all encoding levels of bibliographic records.

__A__ 11. The system must accommodate batch loading of bibliographic records in the library's database.

__A__ 12. Indexing must be done automatically as records are added to the database.

__A/N__ 13. Cataloging must offer several views of a single record, including:

__A__ FULL EDITOR: MARC display including all fields, sub-fields, fixed length field elements, indicators, and leader information (with or without fixed labels and/or lengths displaying).

__N__ CARD VIEW" displays the full card set (one at a time) that would result from the record selected.

__A__ 14. This module must provide for entry and indexing of the library's own call numbers.

__A__ 15. All material formats within MARC bibliographic record(s) must be accepted and differentiated.

__A__ 16. During loading, all fields (including fixed fields) and sub- fields must be retained so that records can be exported later in US MARC format without additional editing (fields or tags must not be stripped from MARC records).

__A__ 17. All field and sub- fields must be editable.

__A__ 18. Records must be modifiable without retyping the entire line or data field.

__A__ 19. The system must accept all Roman alphabet characters and all non-Roman languages (if transliterated).

__A__ 20. The system must not permit bibliographic records to be deleted if any other part of the system has activity related to it (e.g. there is a fine due on the item, a hold pending for the item, a copy is on order, etc). A message should alert staff to the reason the record cannot be deleted.

__A__ 21. The system must be able to export all or part of the bibliographic database in full US MARC format without vendor intervention.

__A__ 22. Bar codes should be validated by check-digit and number of digits by the software.

__A__ 23. When supported by the appropriate hardware, the library must be able to generate a magnetic tape copy of its records in US MARC format.

__A__ 24. The system must require appropriate operator authorization to maintain bibliographic and authority records.

__A__ 25. The system must permit records in the database to be added, edited, copied and deleted.

__A__26. The system must accept records from multiple MARC-based sources including OCLC, file supplied by vendors, such as Brodart, Z39.50 transfer of records, and CD-ROM products such as Bibliofile and Book in Print Plus.

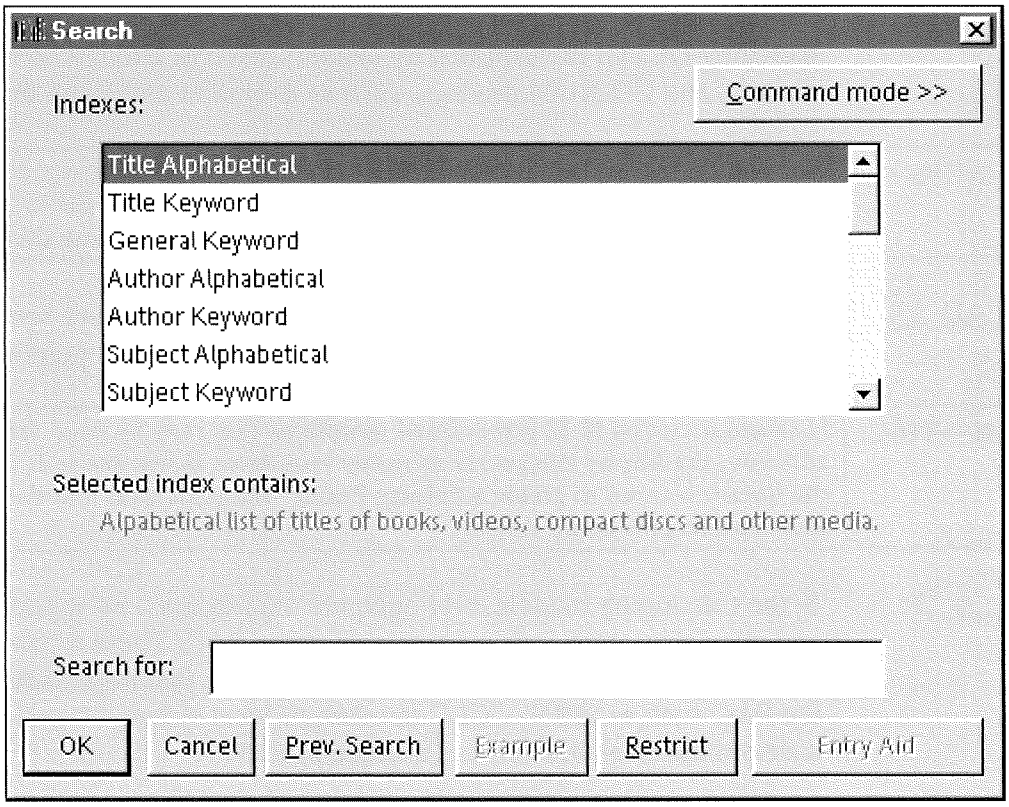
epixtech:	**Horizon Sunrise allows you to do direct Z39.50 copy cataloging, so you can import the records directly into Horizon rather than taking the intermediate steps of saving them to a network or floppy disk and then importing them.**

__AD__27. The system must provide at least 100 MARC-defined work screens which may be modified and allow for the reuse of default bibliographic data.

epixtech:	**Horizon includes 10-12 pre-defined templates that may be used for cataloging. In addition, the library can create as many templates as are desired. For example, if the library wanted to create a "Harry Potter" template that had the standard information they could do so.**

__A__28. In the Cataloging module, bibliographic records must be accessible by any and all of the search indexes available in the PAC. These records must also be accessible by other library-defined access points that might not be available in the PAC such as ISBN, OCLC number, or local system control number. Such access must be available from a single prompt.

epixtech:	**FCPL staff members use Staff PAC to search the PAC and send records to Cataloging. This is available with a single click of the mouse or by pressing a single keystroke. The indexes available in Staff PAC are defined by FCPL and can include ISBN, OCLC numbers, or any numbers available in the bibliographic record.**



__A__29. The system must allow for a single standard number index that includes, but is not limited to, MARC fields 010, 020, 022, 024, 028, 037.

__A__30. The system must allow for global changes to bibliographic or item records that do not necessarily involve headings in authority records.

__A__31. The system must allow for the creation of work files through the use of a report generator or Boolean search capacity. The resulting file can:

- __A__ Be brought into the cataloging module for easy record updating..22
- __A__ Be used with a rapid or batch update capability.
- __A__ Be used with a global change capability.
- __A__ Be used with a purge capability.
- __A__ Be used at any time in the future as a live file of editable records, reflecting the current information as retained by the system at the time of use.

__A__32. The system must support multiple mapping tables for importing MARC records.

__A__33. The system must be capable of outputting all, or any library-defined subset of, bibliographic records in MARC format. This report must be sortable by library defined fields.

__A__34. When importing records via online or batch interface, the system must store and display only those MARC fields that contain data.

A 35. The system must allow for the "cloning" (copying) of existing bibliographic records for easy creation of new bibliographic records.

A 36. FCPL must be able to define the display order and field tags for brief and full bibliographic display.

A 37. It shall be possible to replace records that are incomplete with full MARC records using an overlay procedure without costing copy specific information. It should be possible to suppress the display of bibliographic records in the OPAC.

epixtech:	**Import source profiles determine how Horizon Sunrise handles the records during the import process. You specify an import source each time you import records. Import sources profiles determine such things as:** • **Status. Specifies the status assigned to imported bib and authority records** • **Staff Only Index. Indicates whether the imported bib and authority records are flagged as Staff Only. You can override the Staff Only setting by selected or deselecting New Bib Staff Only or New Auth Staff Only in the Multi-Format Import window.** • **Prefix Processing. Changes the prefix assigned to the record from the original source to match the prefix of the library cataloging system.** • **Match Points. Determines the tags or Horizon Sunrise indexes compared between incoming and existing records to determine any matches (duplicates) for the purpose of overlay.** • **Tag Preservation. Specifies the fields, if any, preserved in an existing record when it gets overlaid by incoming records. You specify at the time of import whether the records are overlaid or not.)** • **Tag Action. Determines whether tags and subfields are deleted from or renamed in incoming records, and, if renamed, what they are renamed as.** • **Item Creation. Determines whether item records are created from incoming bib records and, if so, what tags and subfields to check for item data such as location, item type, and collection. You system administrator defines one or more profiles that determine where item information is stored in the incoming bib and where that information is put in the new item record.** **Based on the import source profile, Horizon Sunrise checks during import for:** • **New records. If overlay is not enabled, all bibliographic records are loaded as new records, and a warning is put into the error table. Authority records are also loaded as new records unless a match is found in the database, in which case it is logged in the mistake table and not loaded as new record into the database. If overlay is enabled, only records that do not match existing records in the database are new records.** • **Matches. Records that match existing records. These are determined by the match points set up in the import_source table. Match points might include Horizon Sunrise indexes such as LCCN, or tags that contain record numbers.**

	When an incoming record matches the data in the match point field of an existing record, Horizon Sunrise recognizes it as a match.

__A/P_38. The system must have the ability to copy and paste MARC fields, as well as drag and drop them, from one bibliographic record to another.

epixtech:	**Horizon supports copying and pasting MARC fields, but the ability to drag and drop is a planned enhancement.**

__A__39. The system must be capable of creating a report of bibliographic records, based on operator-defined search criteria and sorted by location and/or call number in the item record.

__A__40. The system must collect cataloging statistics and generate detailed reports both online and in hard copy on demand. Time periods for these reports must be Library-defined.

__A__41. The system must generate on demand a variety of lists, including: LC authorities, non-LC authorities, bibliographic and authority records added to the system during a specified time period.

__A__42. The system must generate statistics on records added with breakdowns such as format, language, date cataloged, etc.

__AD_43. The system must provide a full screen editor for cataloging which allows movement across fields with cursor arrows, block and paste, block and delete, field delete, field undelete, word wrap, and field restore which returns a field to its condition prior to any editing in that session.

epixtech:	**Horizon Cataloging provides a full screen editor and allows movement across fields with cursor arrows, block and paste, block and delete, and field delete. Field undelete and field restore are not available.**

__A__44. The full screen editor must expand the 008 and the 007 fields so that its constituent parts can be edited individually and the field then reassembled automatically.

__A__45. The system must provide context-sensitive help related to MARC tag information, and also be able to validate automatically the MARC record, or any part thereof, for MARC encoding errors.

__AD_46. The system must support a master bibliographic record containing all call numbers, notes subject headings, etc. that may be required by different locations.

epixtech:	**Call numbers are stored in the item records.**

__A__47. The system must enable barcode readers attached to workstations to b used to input data, such as item labels, into bibliographic records.

A1. Copy Cataloging

A 1. In addition to any MARC record loading utilities and interfaces to bibliographic utilities, the system must use the Z39.50 client for Windows to capture MARC bibliographic records and authority records and import them from OCLC and other Z39.50 compliant databases into the catalog editor ready for modification.

A 2. The system's Z39.50 client must be fully integrated with cataloging and authority control..

AD 3. The system must with one keystroke be able to capture a MARC bibliographic or authority record from any Z39.50 version 2 or 3 server, and without any staff intervention or batch processing do the following:

- AD match imported records against existing catalog records based on library specified match keys
- AD notify the operator of any duplicates
- AD assign the call number to the incoming record
- AD allow the operator to replace a matching record with the imported record
- AD replace an on-order record with a full catalog record, without first requiring the library to assign a common match key to each record
- AD index the full text of the bibliographic record for keyword searching
- AD place the captured authority records editor ready for staff manipulation
- AD assign the format based on fixed field encoding.

epixtech:	**The above functionality is currently available but requires the library to first export the records and then use the Horizon import feature. Indexing of the bibliographic record is dependent on the index definitions set up by FCPL.**

A 4. The system must log to a printer all OCLC exports indicating whether the export overlaid or created a new record on the library's system.

A 5. Record overlay must not affect library-defined local fields.

A/N 6. The system must enable the operator to:

- A/N save records to the review file one at a time, or in stated ranges

epixtech:	**Records can be saved to the review file one at a time, but not in stated ranges.**

- A view records stored in a review file using proposer's client software
- A remove individual records from the review file
- A duplicate records in the review file
- A print records in the review file.

AD 7. The system must run all imported records from OCLC against the authority files and generate a daily report of headings to be checked.

epixtech:	**This functionality is available, but the library must use the Horizon import feature.**

B. MARC Holdings Records

__A__ 1. The system must support the US MARC Format for Holdings.

__A__ 2. The system must maintain the US MARC Holdings Records on a separate screen, fully integrated with the MARC descriptive catalog record.

__A__ 3. The system must display consolidated holdings based on the ANSI Z39.44 Serial Holdings Display format.

__A__ 4. The system must display the full US MARC Holdings Record for staff displays.

__A__ 5. The system must provide a full-record editor for manipulating, adding, editing and inserting any data, including fixed field information, within the US MARC Holdings Record.

__N__ 6. The system must provide labeled forms for manual creation of US MARC Holdings Records.

epixtech:	**You can create item records automatically when you import bibliographic records by designating this action in the Import Source Profile. The Import Source Profile has an "Item Creation" parameter. This parameter determines whether item records are created from incoming bibliographic records and, if so, which tags and subfields are "looked at" for item data such as location, item type, and collection. Your system administrator defines where the item information is stored in the incoming bibliographic record and where that information is stored in the new item record.**

__A__ 7. The system must allow a US MARC Holdings Record to be associated with any descriptive catalog record stored in the system:

__A__ MARC (monographs)

__A__ Serials

__A__ Other _____

__A/P__ 8. For US MARC Holdings Records associated with serials, the proposer's predictive check- in system must automatically generate the US MARC Holdings Record.

epixtech:	**The system allows you to automatically mark serials when they arrive as an item record but not currently as a MARC record. This capability is planned.**

__A__ 9. The system must allow multiple US MARC Holdings Records to be associated, and seamlessly linked, to a single MARC descriptive catalog record.

__A/P__ 11. The predictive check- in system in the serials module must automatically generate separate US MARC Holdings Records for each location within each library, and associate separate libraries and accompanying US MARC Holdings Records with a single MARC descriptive catalog record..

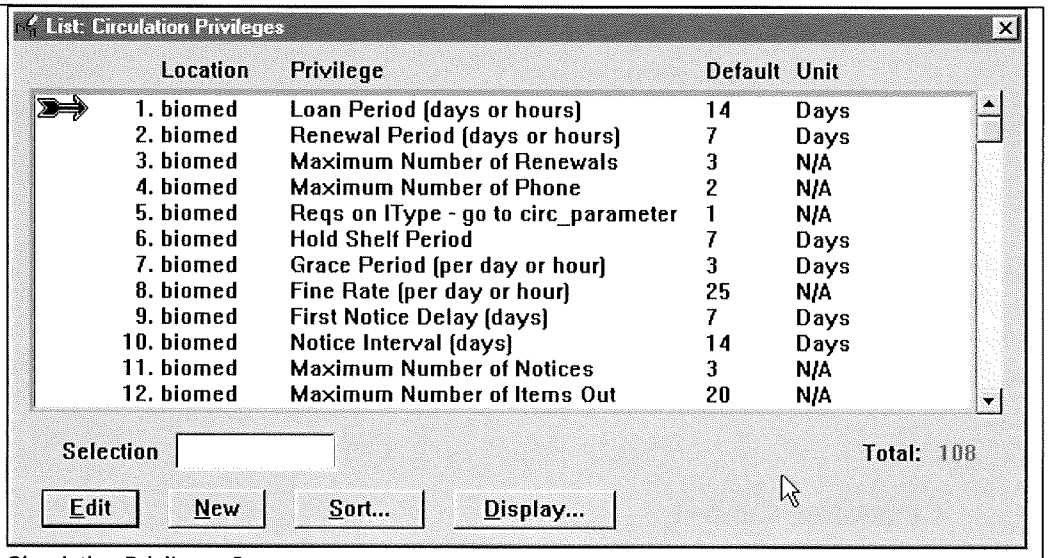
__A__ 12. The system proposed must allow searches within the PAC to be limited to the holdings of a single library.
__A__ 13. The system proposed must be capable of importing existing US MARC Holdings Records from external sources.
__A__ 14. The system proposed must be capable of exporting US MARC Holdings Records from the system in full US MARC format.
__A__ 15. The system must enable an authorized operator to select records for export.
__A__ 16. Import and export of all US MARC data maintained by the system must be possible without vendor intervention, or additional cost.
__A__ 17. The proposed system must include a Z39.50 version 3 compliant catalog without additional charge.

C. Circulation Control

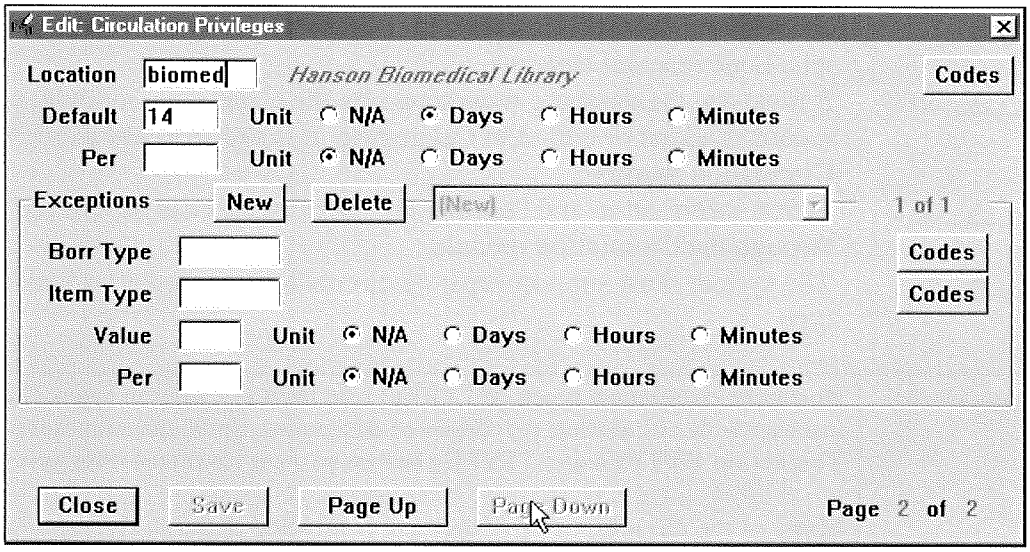
The Circulation Control module enables FCPL to track the circulation and availability of items within the system and to monitor patron delinquencies.

__A__ 1. This module must be fully integrated with other system modules and features.
__A__ 2. This system should interface with self-checkout systems and automated telephone renewal systems.
__A__ 3. It must use the database maintained by the Cataloging module, so whenever a record is added or edited in Cataloging, it is immediately available to the Circulation module.
__A__ 4. Patron information and "on-the- fly" item entries can be entered directly through the Circulation module.
__A__ 5. The system must support separate circulation privileges by location and patron type.

epixtech:	**Borrower circulation types (BTYPEs) and item circulation types (ITYPEs) interact with circulation privileges to determine fines, overdue dates, and so forth. You set up BTYPEs and ITYPEs before you set up circulation privileges.** **Many of the circulation privileges are controlled through the circulation_privilege table, and can be created for each location.**


List: Circulation Privileges
Location
Privilege
Default
Unit
1. biomed Loan Period (days or hours) 14 Days
2. biomed Renewal Period (days or hours) 7 Days
3. biomed Maximum Number of Renewals 3 N/A
4. biomed Maximum Number of Phone 2 N/A
5. biomed Reqs on IType - go to circ_parameter 1 N/A
6. biomed Hold Shelf Period 7 Days
7. biomed Grace Period (per day or hour) 3 Days
8. biomed Fine Rate (per day or hour) 25 N/A
9. biomed First Notice Delay (days) 7 Days
10. biomed Notice Interval (days) 14 Days
11. biomed Maximum Number of Notices 3 N/A
12. biomed Maximum Number of Items Out 20 N/A
Selection
Total: 108
Edit
New
Sort...
Display...

Circulation Privileges Screen.



Edit Circulation Privileges Screen.

A 6. The system must feature a single keystroke or mouse click for renewal of materials.

A 7. ~~Check-in and checkout must feature a batch mode for multiple items.~~ *The system must provide a method of batch-processing multiple items. This would allow staff to scan barcodes to change location codes, statuses, etc.*

A 8. The system must have independent fine rates and notice production by location and patron type.

A 9. Every patron's record must have a unique ID number that can be in the form of a barcode.

__A__10. Circulation must provide for checking inventory status of items which are supposed to be on the shelf, quick access to title/item information for editing the record, and support for managing Hold materials.

__N__11. The system must support a status of "claims returned" and " claims never checked out." These statuses must be recorded in the patron record. Information in the patron record should include a simple counter field for number of times claims returned have been made.

__A__12. During the claims retur ned process, the system shall automatically update the Note field, without the operator having to input the following information manually: the date of the claim, the item number.

__A__13. The system must contain a system of library-defined statuses that can be changed by any authorized operator without programmer or vendor intervention. There must be an unlimited number of statuses allowed.

B1. Circulation Control Parameters

__A__1. The system must permit circulation parameters to be library or Branch specific, library item type specific and/or library patron type specific.

__A__2. An unlimited number of patron types, item types, fine/fee types, locations, collection groups, and other codes must be supported without vendor intervention. A difference in any one of these elements can result in an entirely different type of circulation load being invoked..

__A__3. The system must be flexible so FCPL staff can modify the information that controls due dates, grace periods, renewal and holding capabilities, fines, overdue schedules and content of overdue notices, replacement and processing costs, and fine increment information.

__A__4. Loan rules shall provide options/control for:

- __A__ daily loan periods
- __A__ hourly loan periods with overnight/no overnight privileges and rounded to the hour
- __A__ number of possible renewals
- __A__ length of renewals
- __A__ hold status
- __A__ number and timing of overdue notices sent
- __A__ text of each overdue, hold availability, and billing notice
- __A__ grace period for fines
- __A__ fine rates and time lengths (minimum must be 3 different rates and time periods)
- __A__ default item replacement cost to be used when an item cost is not specified in the item record
- __A__ processing fee
- __A__ billing fee
- __N__ text of message for adjustments (e.g. patron receives message with adjusted fine after return of lost book).

__A__5. FCPL must be able to specify which kinds of materials (and how many of each) may be borrowed by which kind of patron.

__A__6. Loan periods must be configurable for all combinations of item and patron types.

__A__7. Fines and fees must be definable by FCPL, can be changed at any time and must include charges for photocopies, database searches, interlibrary loan fees, etc.

__A__8. Loan periods and due dates must be calculated according to the type of borrower, type of material and library service hours allowing for holidays and hours library is closed.

__A__9. The system must permit the parameters to be deleted, overwritten or copied by an authorized staff without programmer or vendor intervention.

__A__10. The system must verify the patron and item record data against all tables as the records are created.

__AD__11. The system must allow for wildcard operators within each parameter to be used for groups of item types, patron types, or locations that utilize the same loan rules.

epixtech:	**Horizon offers this functionality but with a different approach. Standard defaults are provided so the library, rather than create a new record each time to reflect circulation rules, simply modifies those rules that are different from the standard default.**

__A__12. The system must include clear audible and visual signals that barcode labels have been read and the information accepted.

B2. Checkout Procedures

__A__1. The system must calculate and display the new due date when items are renewed.

__A__2. Loan periods ranging from hours to years must be allowed.

__A__3. The system must permit the entry of the borrower and item identification, using a barcode scanner or keyboard.

__A__4. The system must permit a check digit calculation to assure that the numbers have been accurately entered. The system must alert the operator visually and audibly when the barcode label is incomplete or incorrect.

__A__5. Authorized staff must be able to access a patron's record by barcode entry, partial or full name search, or any other library-defined/system indexed access point.

__A__6. The system must allow for searching of patron files or the bibliographic database without exiting the checkout function or interruption of the checkout process..

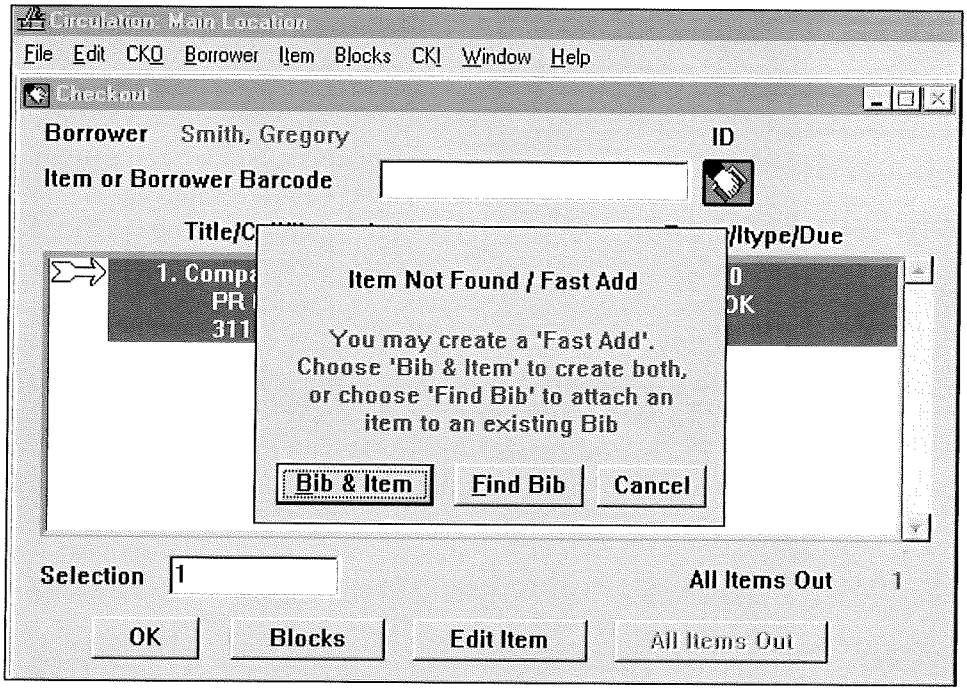
__A__7. The system must permit the creation of a temporary "on the fly" record for items and permits circulation of materials which are not yet in the database.

epixtech:	**Horizon Sunrise provides the option to quickly add both borrowers and items during Circulation procedures -- a process referred to as "fast-adding." Horizon Sunrise doesn't just provide for a one-option fast add. We realize your needs are usually more complex and unique than that. Horizon provides several methods**

for fast-adding and to handling the item or borrower record once the item is checked in.

Below is a description for fast-adding item records. The procedure is essentially the same for adding patron records.

Fast-adding item records. Since the item does not exist in the database, Horizon Sunrise will display a message box asking you whether you want to create both a bib and an item record or only an item record.



The message box provides three options for fast-adding an item:

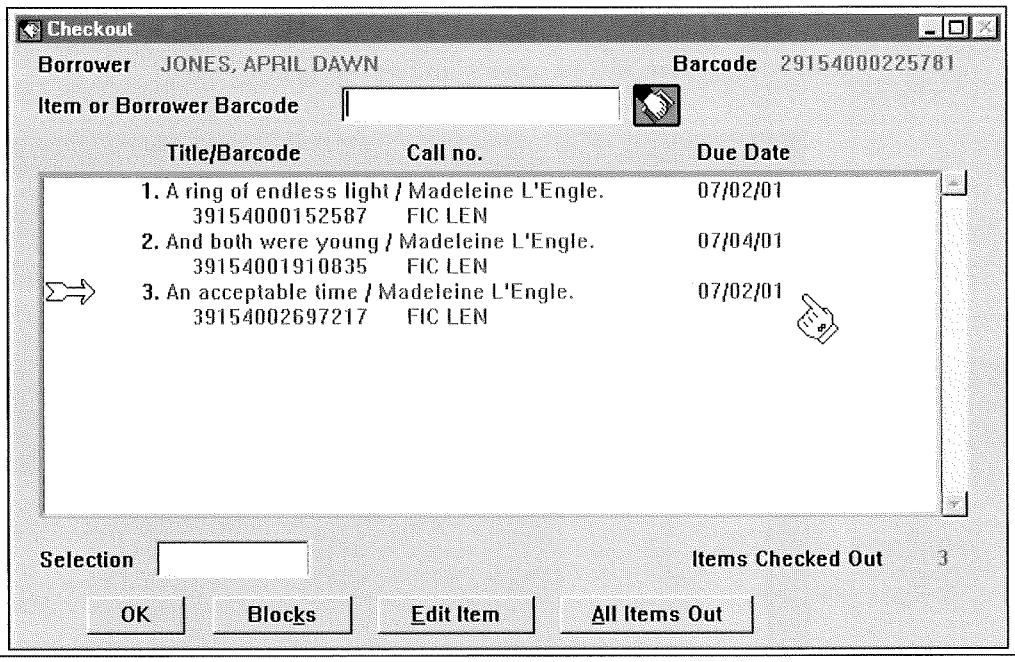
- The Bib and Item button allows you to create both a bib and an item record.
- The Find Bib button allows you to search PAC for the title and send it to Circulation where you can create an item record for the title. This button is useful if the title does exist in your database but no copies or holdings records exist.
- The Cancel button allows you to abort the fast-add procedure.

Options for checkin. Once the fast-add item is checked-in, the system can prompt you to do one of several tasks:

- Do nothing. Check in the item as usual and re-shelve it.
- Send the item to cataloging staff to be completely cataloged.
- Delete the item record but keep the bib record. The system will delete the record at this point automatically and display a message informing you of the delete.
- Delete both the item and the bib record. The system will delete the record at this point automatically and display a message informing you of the delete.

__A__9. The system must display on the checkout screen: patron name, patron barcode, item barcode, and due date.

epixtech:	**FCPL can customize the checkout screen to include the information you desire. The standard screen is shown below:**



__A__10. Outstanding blocks with an explanatory message will automatically displayed when the patron record is accessed during checkout.

__A__11. Automatic patron blocks must be possible for the following:

__A__ too much money owed

__A__ too many items checked out. The system must be able to distinguish different thresholds for different item types.

__A__ library card has expired

__A__ excessive overdues as defined by the Library

__A__12. FCPL must be able to manually block any patron for library specified reasons via a single character code in the patron record. This code must be completely defined by the library with no intervention from programmers or the vendor.

__A__13. The operator must have the option of printing a due date slip for the patron, from a receipt printer attached to the circulation workstation, which identifies the titles that have been checked out. The slip must include at least the following information: a heading with the library name and phone number, barcode of the item, short title of the item, patrons name or number and due date.

__A__14. The system must provide the option of printing a single slip for each title or one slip that includes a list of each title checked out.

__A__15. The system must transfer materials to special borrowers or other locations without counting these charges in the circulation statistics.

A 16. The system must check out multiple items with various due dates after entering a single patron identifier.

A 17. The system must list outstanding holds for a patron on demand.

A 18. The system must alert the operator if a patron barcode is entered when an item barcode is expected and vice versa.

A 19. The system must detect items that have not been checked in and audibly and visually alert the operator allowing for a check- in/checkout function.

A 20. From a standard checkout screen, with only one or two simple keystrokes/mouse clicks, the system must allow an authorized operator to:

- A renew items
- A search patron records
- A update/edit patron records
- A collect fines, either in full or any form of partial payment
- A place a hold
- A display a patron's fine account, fine history, claims returned history, hold list, overdue list, currently checked out list, interlibrary loans list
- A search the patron file by any index point

A 21. The overdue list available to the operator at checkout must include a running total of accruing fines as of that minute.

AD 22. The display of blocks and other patron transaction history shall be sortable by column (i.e. by due date, transaction location, transaction type).

epixtech:	**Blocks cannot be sorted on the fly, but the library can determine and modify the columns that the block display is sorted by. Once this change has been made, it is reflected that way for all staff members.**

A 23. The system must allow transfer between functions (checkout, renewal, fine listing/paying, overdue lists/accruing fines, holds/place a hold, edit patron record) without severing the patron link.

A 24. The system must permit the checkout of items with library-defined statuses (e.g. in circulation, lost, missing, etc.) without interruption..27

A 25. The system must permit operator entered alternate due date to remain valid for the duration of the patron's transaction. The system automatically reverts to the default due date when a new patron barcode is scanned.

N 26. With only 1 or 2 keystrokes/mouse clicks, the system must allow an authorized operator to merge two patron records into a single account (a source record and a destination record). When performing this operation, the system shall merge all fines, overdues, holds, and related patron history into a single account. The system shall automatically update the notes field to indicate the source record and when the merge transaction occurred.

epixtech:	**Patron records can be edited but cannot be merged.**

__A__27. The system must automatically visually and audibly alert the operator in the event of a patron or item block. Such block must require operator acknowledgment before checkout can proceed.

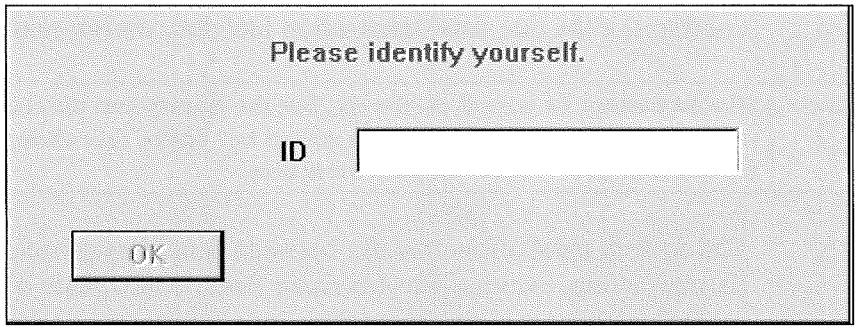
__A__28. All blocks must have the option to be overridden by an authorized operator. Overrides must be recorded in a special file for later review. Information in this file must include date, time, location, initials of the overriding staff member and patron name and number.

__A__29. The system must automatically block the circulation of items that point to a non-circulating loan rule or which have a status of "In Library Use Only."

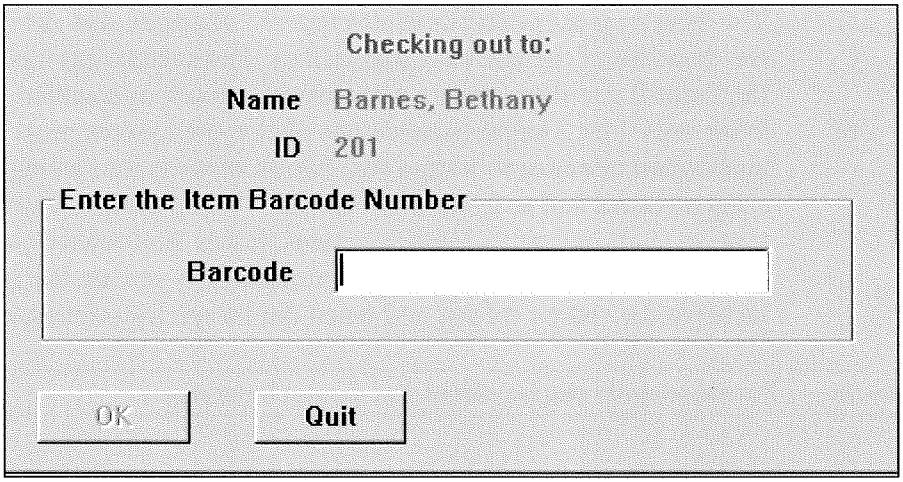
__A__30. The system must check to see if an item is being held, blocking the checkout to all but the requesting patron if an item is in the hold file. The system must allow an authorized operator to override the block and checkout the item without altering the hold queue (patron for whom the item was trapped remains at the top of the hold list). Authorized staff must also be able to override this block, checkout the item and alter the hold queue (patron for whom the item was trapped is deleted from the hold list).

__A__31. The system must support self-checkout.

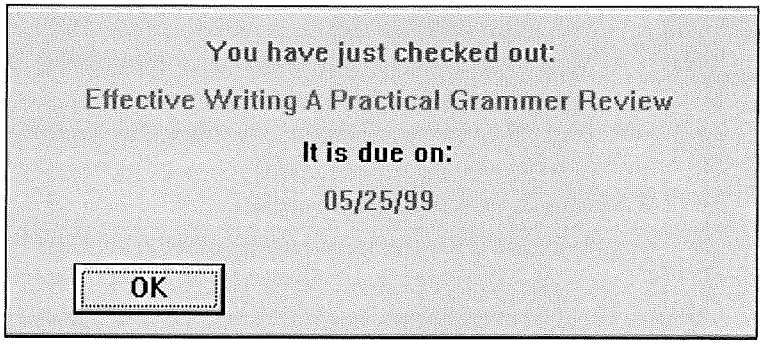
epixtech:	**Self-checkout can be done either from PAC or using the 3M self-check machine, which we have quoted as an option. The screen shots below are the steps the patron takes to do self-checkout from PAC.**



First the patron must identify himself or herself.



Then the patron enters the barcode number of the item he or she wishes to checkout.



Horizon verifies that the transaction has been completed.

__A__ 32. There must be a batch checkout and check-in mode that does not stop for each fine transaction during check –in.

__A__ 33. A method of auditing fee collection activities must be included in the software.

epixtech:	**The Cash Management feature in Horizon Sunrise enables you to track fines and fees by type, such as overdues, replacement fees, processing charges, taxes, and service fees. This feature also:** • **Enables you to track payments by payment categories such as cash, checks, vouchers, credit cards, refunds.** • **Enables you to place blocks based on type of fine or fee.** • **Provides an audit trail with operator ID and workstation ID.** • **Enables you to print invoices and receipts.** • **Provides management reports for cash drawer activities.**

__A__ 34. New patrons must be able to charge materials immediately upon receipt of their library cards.

__A__ 35. An audible and/or visual signal must occur if a borrower is not registered or if a card's privileges have been revoked or blocked.

__A__ 36. Circulation must automatically block checkout of materials to borrowers who have a library-specified number of items overdue, a specified number of items already checked out or who have unpaid fines/fees over a specified amount.

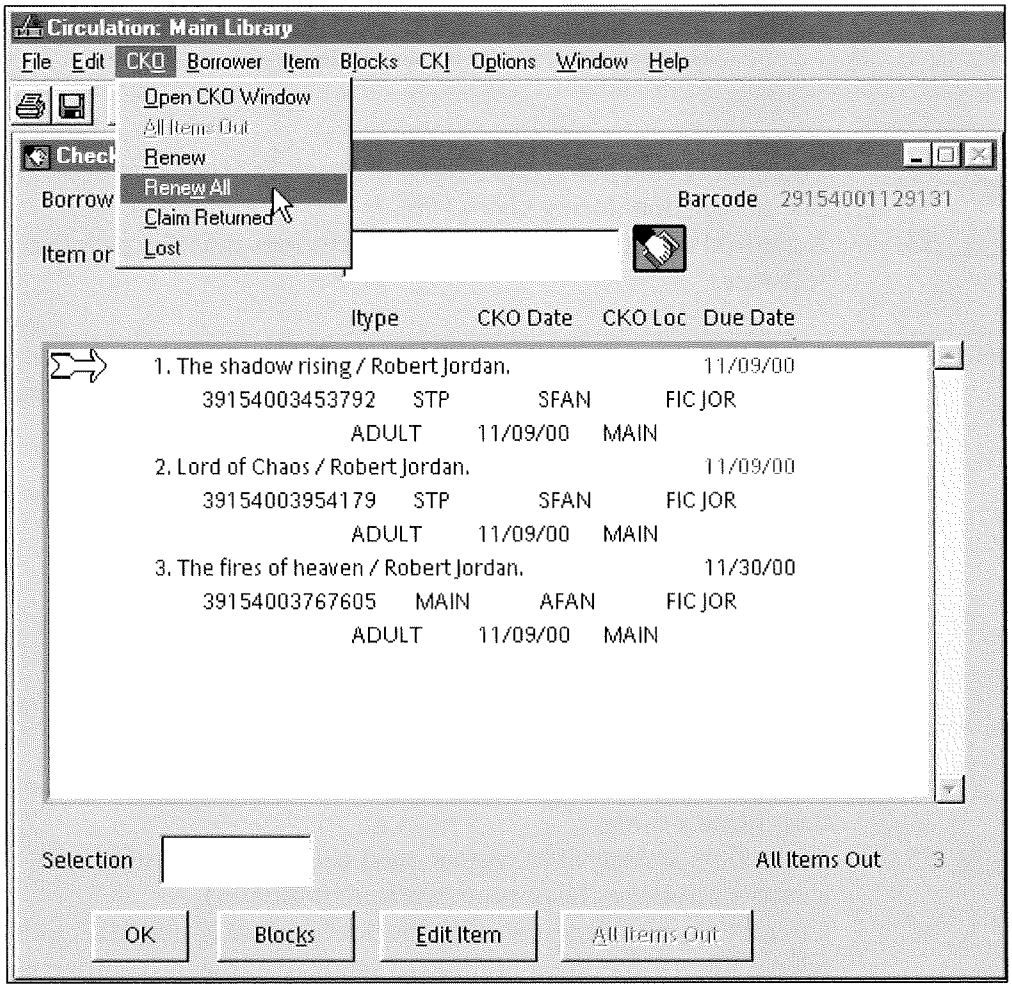
B3. Renewals

__A__ 1. The system must allow renewals to be performed from a checkout screen without moving to a renewal screen. The same controls as exist for checkout must apply to renewals.

epixtech:	**Renewal isn't always as simple as having the book in hand and the patron at the check-out desk. Just as all borrowers don't have the same borrower privileges,**

different borrowers can have different renewal privileges. Renewing an item is similar to checking out an item. For both procedures, you identify the borrower and the item, then activate the appropriate action "Renew" or "Checkout." Horizon Sunrise provides three methods of identifying an item to renew:

- **Selecting "Renew" or "Renew All" from the borrower record and then highlighting the item(s) to renew**
- **Wanding in or typing the barcode**
- **Searching PAC for the item and sending it to CIRC**



A 2. The system must display onscreen the original date of checkout, the item's location code, a brief title and the item barcode.

A 3. The system must allow the operator to renew all items or a specified list of items, including gaps such as items "1, 3-5," etc. The user must be able to select these items by pointing and clicking on them.

A 4. The system must allow for renewals without either the patron or item being present.

__A__ 5. The system must allow for renewals by scanning item barcodes randomly. The system shall not require the operator to determine in advance the identity of the original borrower before proceeding with the renewal transaction. The system must then determine on an item-by-item basis, the patron possessing the material and whether to permit that renewal, based upon all standard, library-defined rules.

__A__ 6. The system must block item renewal if the patron is delinquent, the title has a hold registered against it, the renewal limit has been reached, or an item is restricted in some other way.

__A__ 7. The system must check borrower and item records for any exceptions during renewal..

__A__ 8. The system must automatically calculate a new due date based on library set parameters for renewals.

__A__ 9. The system must allow the renewal of overdue items without leaving the renewal function, but any fines due must be added to the patrons record.

__A__ 10. The system must allow the operator to change manually the due date of renewed items.

__A__ 11. The system must permit automatic online renewals by patrons from a PAC or by remote login.

__A__ 12. The system must be compatible with automatic online telephone renewal systems.

epixtech:	**We have proposed and included as an option in the cost section TeleCirc II, a sophisticated, interactive automation system that offers library patrons the ability to retrieve and update their circulation information using a touch-tone telephone. Using advanced telephone and speech technologies, TeleCirc II not only significantly reduces your postage costs but also improves patron service. TeleCirc also saves staff time because patrons can transact their own circulation inquires.** **<u>General Features in TeleCirc II</u>** • **Dynamic allocation of phone lines between dial-in and dial-out usage** • **Line capacity of up to 24 lines on a T1 connection. Basic system provides support for four or eight lines. Number of calls handled per line varies depending on call length, interaction by patron, notification success rate, etc.** • **Versatile report writer for creating reports from captured call statistics** • **To ensure privacy, the system can be set up to require a Personal Identification Number (PIN) that is determined by the patron.** • **Certain patron types can be excluded from receiving calls and/or from calling in.** **<u>Dial-Out Features</u>** • **Notification of holds, overdue items, and fines are automated through the dial-out notification. TeleCirc II makes these calls on a schedule determined by the library.** • **Items spend less time on the holds shelf awaiting pickup. Hold notifications receive highest priority in the call list and patrons can accept or cancel the hold using their touch-tone phone.**

	• **With TeleCirc II, library staff can search using a phone number, patron ID, or patron name to get information about dial-out calls.** • **Library staff can set the number of times a message is repeated and whether or not an answering machine call is a completed call.** **Dial-In Features** • **Dial-in information is accessed using existing patron and item barcode numbers, and a PIN number (if requested).** • **Savings in staff time are significant with TeleCirc II dial-in features. With TeleCirc II, patrons can use their touch-tone telephone to perform several circulation functions themselves, such as finding out information on items checked out, overdue, or on hold. Patrons can renew items, cancel holds, and list the total fines owed - all without staff assistance. As patrons transact their own circulation inquiries, library staff is freed for more specialized tasks.** **ConnectLib Integration** • **Day End Processes create a daily record of overdues, fines, and holds, and integrates with TeleCirc II to automate notification of that information.** • **TeleCirc II will automatically schedule calls at intervals determined by the library.** • **TeleCirc II confirms whether calls have been properly delivered. Changes in information made by the patron are immediately reflected in the circulation database.** **Personalized Message Delivery** • **TeleCirc II offers the ability to record all messages, except book titles, in a human voice. Book titles are read using a state-of-the-art text-to-speech engine.** • **TeleCirc II has nearly two hundred separate voice-message scripts, any of which can be personalized to a library's needs. Patrons can even be allowed to record their own names.** • **TeleCirc II can allow the library to create messages in other languages. Spanish and English scripts are included with the system.**

A 13. The system must audibly and visually alert the operator of a patron or item block. The operator must acknowledge the block befo re the renewal can proceed.

A 14. All blocks must have the option to be overridden by an authorized operator.

A 15. The system must allow the Library to restrict the number of renewals that can be made by a patron according to patron or item type or the item's location.

A 16. The system must audibly and visually alert an operator when the item a patron is attempting to renew is checked out to a different patron.

B4. Check-in

__A__ 1. The system must alert the operator audibly and visually when items checked in have one of the following statuses and require operator acknowledgment before proceeding with the check- in:

- __A__ on hold
- __A__ needs full cataloging
- __A__ lost item
- __A__ missing item
- __A__ not returned to correct location
- __A__ other library defined message
- __A__ belongs to another location

__A__ 2. The system must provide the operator the option of initiating a transaction print as a receipt for the patron.

__A__ 3. The system must allow for a book drop type check- in that allows an authorized operator to set the date and time of check- in. In this situation, barcodes are scanned in bulk. The only screen display or audible signal is for returned materials with a hold, special note(s), owned by another location or needing full cataloging.

__A__ 4. During check-in operations, the system must accommodate transactions such as "claims returned" or "claims never had," missing," and a variety of other missing status codes, and provide reports of items so identified.

__A__ 5. The system must alert the operator audibly and visually with an explanatory message if the item being checked in belongs to another location. Options should include: check- in the item, don't check-in the item, check-in the item and set the status to In Transit, and don't check- in the item and set the status to In Transit.

B5. Circulation Control - Fines

__A__ 1. The system must allow the Library to set independent parameters for fines, notice production, etc. Rates may vary according to location, item type, patron type or a combination thereof.

__A__ 2. The system must allow an authorized operator to attach a special block or fee to a patron record for any reason. A free form text message may be associated with the block.

__A__ 3. The system must clear patron records of fines by at least the following parameters. Cleared records may be purged.

- __A__ charges incurred before a certain date.29
- __A__ charges less than a certain amount
- __A__ specific types of charges only
- __A__ specific item locations only
- __A__ patrons of a certain type
- __A__ patrons in a library-specified file

__A__ 4. Once patron fine records are cleared, such charges may be purged at the library's discretion.

__A__5. The system must calculate and display fines at the time of check- in or renewal. Full or partial payment must be accepted at check- in or checkout.

__A__6. The system must print receipts for fines paid showing date, time, amount, and items for which money was received and patrons name or barcode number

__A__7. All patron accounting transactions must be date stamped.

__A__8. The system must permit an authorized staff to waive or modify system assigned charges.

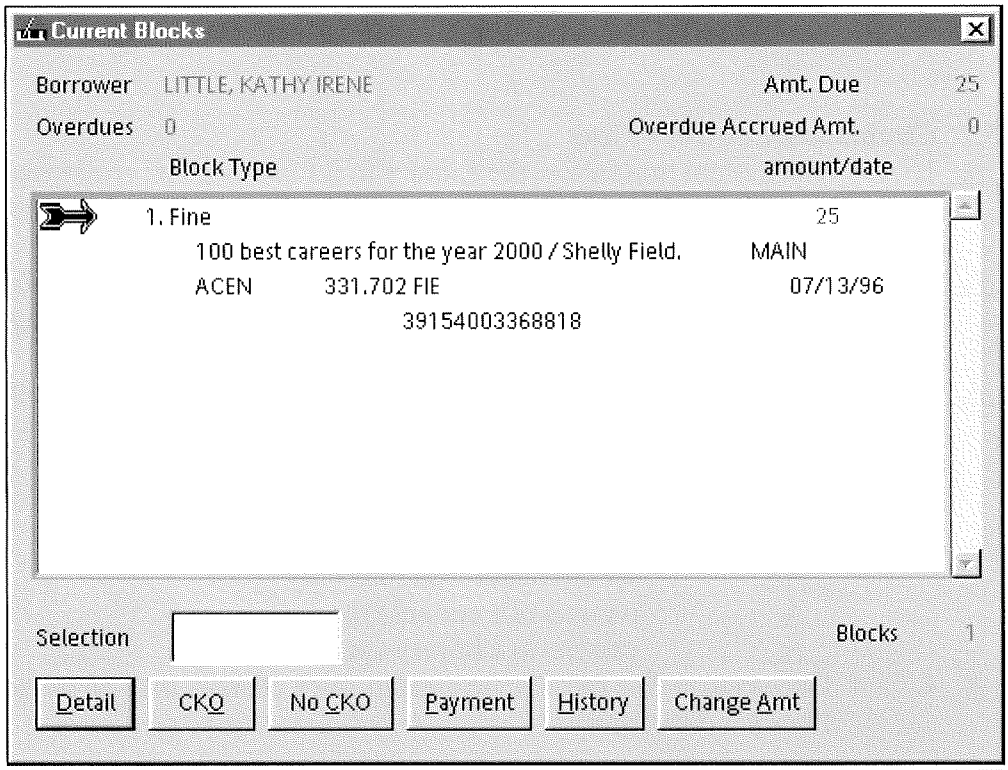
__A__9. The system must permit an authorized staff to access online the patron's fine and payment record, itemizing the details of each item. Detail should include at a minimum: invoice number, type of charge/description, amount due, amount paid, and date of activity. In addition to the above, overdue charges should include the call number, author, title, barcode, date checked out, date checked in, date returned. Any and all exceptions should be described.

__A__10. The system must maintain a daily record of fines or fees levied, fines or fees waived, fines or fees collected by agency and by collectors, and be capable of providing a cash box total by workstation for the purposes of balancing with a money drawer. Staff must be able to print this information.

__A__11. The system must have the option, on a transaction basis, to check in materials without assessing a fine.

__N__12. When displaying fine accounts on the screen, the display must be storable by any column on the page, including date, location, fine amount, and transaction type.

epixtech:	**FCPL can customize which fields display where on the screen, but can't sort on-the-fly. Reports can be generated that are sorted by the desired data.**



__A__13. A patron's total fines and/or fees due must be accessible without paging through the fine payment history.

__A__14. An authorized staff member must be able to view an individual fine in a patron record. The display should include, but not be limited to

- __A__ item barcode
- __A__ title
- __A__ check out date
- __A__ check in date
- __A__ fine amount
- __A__ data related to partial payment

__A__15. The system must have the ability to keep a history of a patron's fine payments that includes the amounts charged, amounts paid and dates. This fine payment history must be stored for a Library specified period of time and authorized staff member must have the ability to print this fine/payment history.

__A__16. A patron's fine balance when viewed from a PAC or from remote login must reflect the current balance due.

B5. Circulation Control - Notices

__A__1. Notices generated by the system must include overdues, fines, bills, final bill (replacement) notices, recall, hold availability and hold cancellation, statement of charges, and statement of checked out items that are not necessarily overdue.

__A__2. The system must allow an authorized user to produce notices from any workstation. These notices once ordered, shall be automatically produced by the system..

__A__3. The automatic production shall include the patron-chosen notification format, whether paper, telephone message or e- mail.

__A__4. The system must allow an individual branch library to elect whether or not to send fine notices.

__A__5. The system must generate automatically on demand a final notice incorporating the replacement price of the item.

__A__6. All notices must include the call number, item barcode, title and author from the appropriate item record and the patron's name or barcode number.

__A__7. FCPL must be able to specify the sizes and formats available for notices.

__A__8. The system must allow FCPL to determine the message text of all notices and to modify them at anytime without vendor or programmer intervention.

__A__9. The system must permit multiple items (no less than eight on a single 8.5 by 11 sheet) to be included on a single notice.

__A__10. The patron's record must store the amount and type of notices that have been sent to that patron.

B6. Circulation Control – Lost Books

__A__1. The system must allow an authorized operator to change the status of an item from "checked out" to "claims returned," "missing," or "lost."

__A__2. If an item with the status of "claims returned" or "missing" or "lost" is returned, the system shall allow the library to define whether or not a fine will be generated.

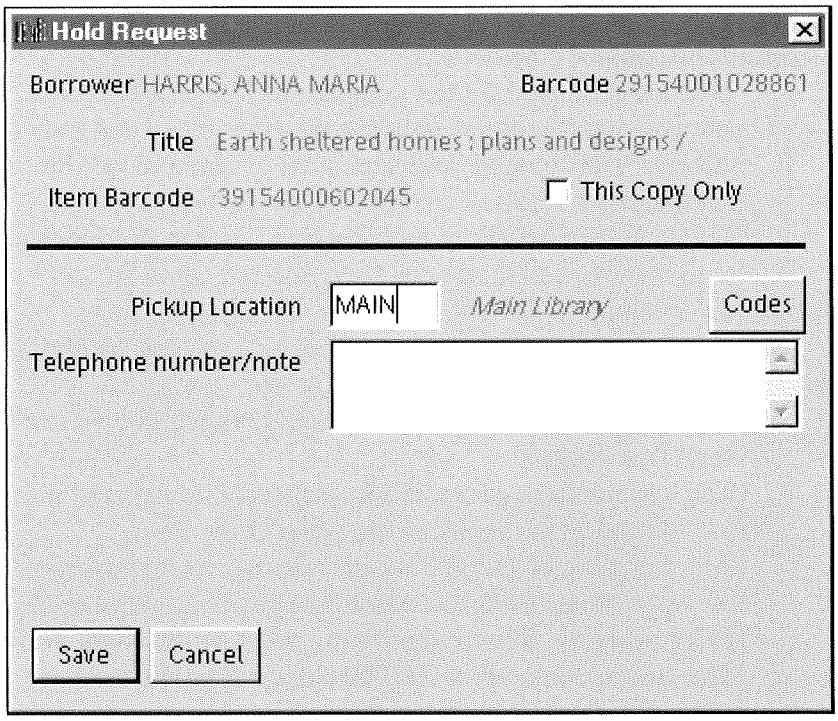
__A__3. When a status is set to "lost," the system must allow an operator to elect whether or not to generate a bill.

__A__4. The system must permit an operator to remove any and all statuses from the item record.

B7. Circulation Control - Holds

__A__1. The system must allow holds to be placed by title such that the first available copy will fill the request and by item such that only a designated copy will fill the request.

epixtech:	**As shown in the screen shot below, the patron (or library staff) can mark the "This Copy Only" box to designate a specific copy for a hold request. Otherwise, the first available copy will fill the request.**



__A__2. The system must allow holds to be placed on items with a status of "on order." These items must automatically be flagged when they are through being processed, alerting staff of the existing hold.

__A__3. The system must prevent a patron from placing a hold if the patron has any blocks. An authorized operator must be able to override this feature.

__A__4. Staff, patrons at a PAC station, or remote patrons must be able to place a hold request for a title.

__A__ 5. The system will only allow hold requests to be placed for items that are in the circulating collection.

__A__ 6. A hold placed from any workstation, PAC or remotely must be immediately reflected in all system modules.

__A__ 7. An unlimited number of hold requests must be maintained for a single title or item.

__A__ 8. The holds queue must be displayable and printable for a title or item upon request from any staff workstation.

__A__ 9. Patrons must be able to specify a date after which a hold should be cancelled.

__A__ 10. The system must support copy specific holds or allow selection by location and media type.

__A__ 11. The system must provide on demand a printed list of all titles on hold, with the number of holds for each item and title.

__A__ 12. The system must alert staff that items are currently on the shelf or have been checked –in when holds are placed on those items.

__A__ 13. The system must automatically cancel holds after the hold's expiration date has passed. This cancellation must not be dependent on running a special job or program to cancel the hold..

__A__ 14. The system must also allow holds to be canceled manually by staff or by the requesting patron from a PAC station or remote logon.

__AD__ 15. The system must block a patron from placing multiple holds on a single item and title. Authorized staff must be able to override this block.

epixtech:	**Horizon blocks a patron from placing multiple holds on a single item and title. Staff, however, are not allowed to override this block.**

__A__ 16. The system must allow the Library to set a threshold for the number of holds that a patron may have.

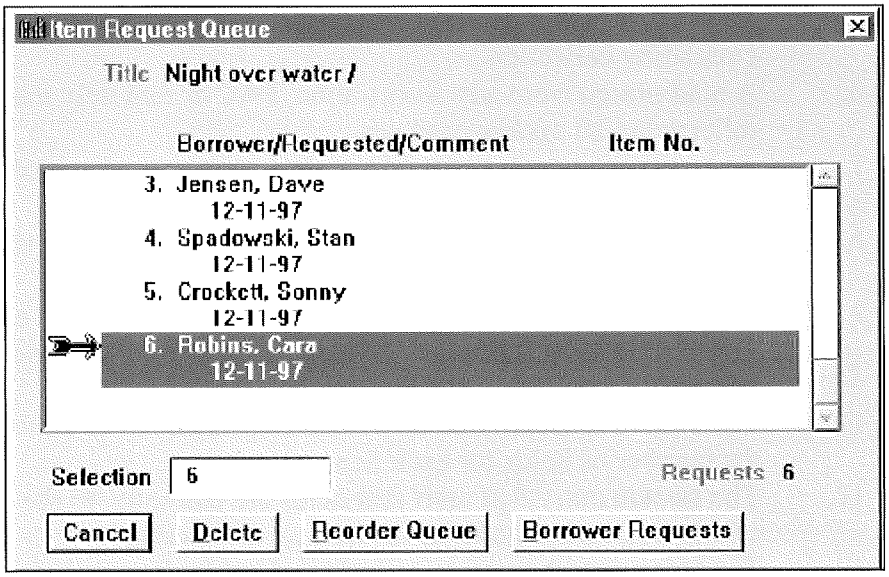
__A__ 17. The system must allow for holds to be placed on items that are not checked out, but held at another Branch or location.

__A__ 18. The system must allow for specifying any material format as not available for hold.

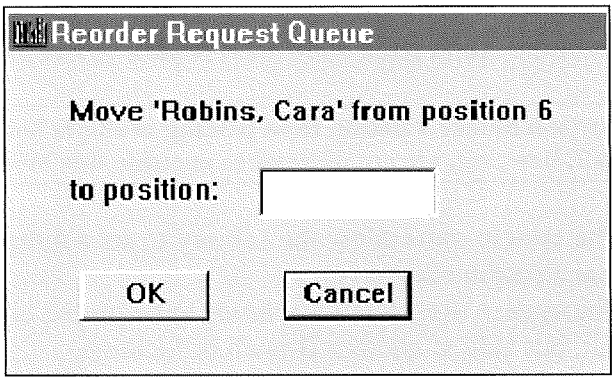
__A__ 19. The system must not permit a patron to insert a recall command when placing her/his own requests.

__AD__ 20. An authorized operator should easily manipulate the hold queue. The system shall require no more than two keystrokes or mouse clicks to move a patron to another position. However, once the next patron in a hold queue has been notified of the availability of the item, that patron cannot be removed from the head of the hold queue.

epixtech:	**Manipulating the hold queue is an easy process and can be done either from checkout or checkin, but does require more than two keystrokes or mouse clicks. After checking an item in that is on hold, Horizon displays a message indicating the item is on hold and identifies the first person in the queue. At that point you can select Item, Requests and Horizon opens the Request Queue window:**



Select the borrower whose name you want to reorder, and click on Reorder Queue.



Enter the new position number of the borrower in the hold queue and click on OK.

A 21. The system must support patron-elected, automated, telephone, and e- mail notification systems for hold pickup notices.

A 22. FCPL must be able to set and change the automatic expiration date calculation for holds without vendor intervention.

A 23. The system must provide statistical records of holds placed, filled, not picked up, and not filled.

A 24. The system must audibly alert the operator when materials on hold are renewed or checked in. The renewal must then be blocked if holds are found. When this occurs the system must display, on the screen, the name of the patron placing the hold, the title of the item, the barcode number and the

location of pickup. A notice should also be automatically be placed in the print queue to send to the patron.

__A__25. At the point of check- in the system should allow a slip to be printed with the name of the patron the item is on hold for so that the slip can be placed in the book on the hold shelf.

__A__26. The system must permit authorized staff to view online the patron record for whom a particular item is being held.

__A__27. The system must produce notices, printed and e- mail, alerting patrons of held materials, including the pick-up location, the title of the item and the last date the material(s) will be held.

__A__28. The system must monitor the length of time items sit on the hold shelf. If the time exceeds the number of days defined to hold, the hold must be canceled and at the library option, an appropriate notice sent to the patron. If there are other patrons in the hold queue, the system shall alert the operator in the identical manner as any other trapped hold.

__A__29. The system must generate a "purchase alert" when the ratio of holds to the number of available copies and/or the number on order exceeds a Library-set threshold.

__A__30. Holds must allow for pickup at either main or Branch libraries, and alert operator to the pickup location.

__A__31. The system must allow holds to be placed by title such that the first available copy at any location will fill the request.

D. Public Access Catalog

The Public Access Catalog (PAC) module enables staff and patrons to access the bibliographic files of the Integrated Library System according to library specified parameters, via all system workstations, PACS and remote Web access.

__A/D__1. The PAC module must be fully integrated with all other system modules and include the following:.

- __A__ full cross-referencing
- __A__ graphical interfaces
- __A__ various search modes, from easy to advanced
- __A__ complete or partial word searches
- __A__ keyword searches (with Boolean logic operators)
- __A__ subject searches (with Boolean logic operators)
- __A__ search delimiters – publication date range, material format, etc.
- __A__ Internet access supported
- __D__ bibliographies

epixtech:	**This is planned for release in September of 2001.**

__A__2. The system must provide full indexing for the PAC; i.e., all words in all fields of the bibliographic record must be keyword indexed.

__A__3. The PAC must be Web-based and require only a standard Web browser (e.g. Netscape or Internet Explorer). The Web catalog shall not require a vendor-

supplied specialized browser or client, either for the adult or children's catalog.

__A__4. All bibliographic fields must be full text searchable; i.e., every word of the searchable fields must be indexed, allowing the user to choose keyword and/or phrase searching as appropriate.

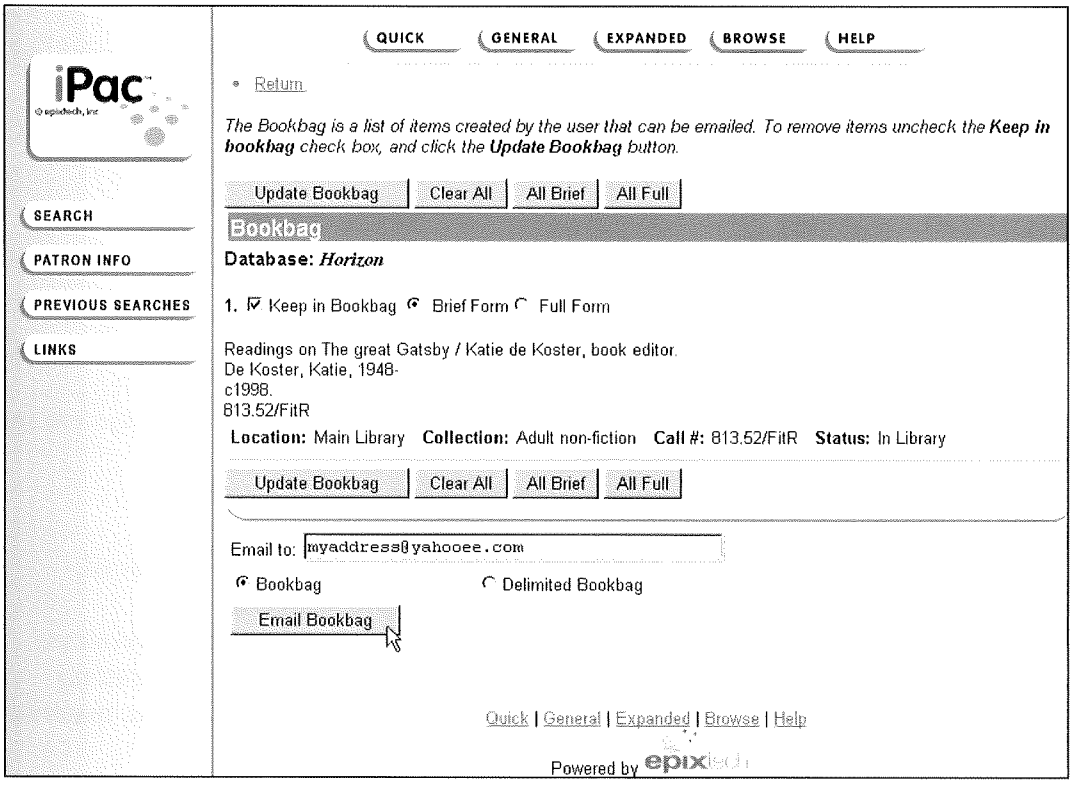
__A__5. All PAC displays including summary screens and bibliographic displays must be designed to be easily understood by users. Display contents must be modifiable by the library and easily changed without vendor intervention.

__A__6. PAC users must be able to place holds and specify the location for material pickup.

__A__7. FCPL must be able to block specific items from PAC searches.

__A__8. PAC users must be able to build and sort a bibliography on the system and then save it by printing, downloading it to disk or emailing.

epixtech:	**iPac, our web-based PAC interface, has a Bookbag option that provides the above functionality.**



__AD__9. The PAC must automatically return to a "start screen" after a Library determined period of inactivity.

epixtech:	**PAC for Windows has a timeout feature, but iPac does not.**

__A__10. When the system detects more than one record that matches the search criteria, it must display a count of all the matches and a screen list of titles from which to choose.

__A__11. Patrons must be able to view their own record, place a hold or renew items already checked out from any PAC workstation or when using the PAC remotely.

__A__12. Actual wording of item status display should be modifiable by the library and (at the library's discretion) items with selected statuses, such as long overdue, lost or missing, sho uld be configurable not to display at all.

__A__13. Special versions of the PAC and help screens (children's, large print, etc.) should be configurable by the library.

__AD__14. Special interfaces, such as talking terminal or TTY interface must be available.

epixtech:	**Disability access is provided by Horizon Sunrise as a function of the client hardware or operating system. Equipment such as large-screen monitors, voice-recognition devices, and keyboards will allow special access to the Horizon Sunrise system. Any third-party software package for Windows that offers options such as StickyKeys, scaleable user interfaces, and visual cues (in lieu of sounds) for the disabled will carry over to Horizon Sunrise, just as they would for any application.**

__D__15. The PAC Web screen shall allow the library to define and insert automatic links to other library-selected content-provider pages, e.g. lists of book reviews, retail trade information, and book jacket illustration, etc.

epixtech:	**This is an enhancement that is planned for release in September of 2001.**

__A__16. The system must be Unicode-complaint and correctly display Unicode-base fonts in the PAC.

epixtech:	**Unicode functionality is supported by Horizon Sunrise, but requires a minimum of Windows NT or 2000 to display.**

__A__17. The PAC shall offer a minimum of 2 formats: public view and staff view. In the staff view, the system shall provide information about the bibliographic record as is available in the cataloging module including, but not limited to record number, creation date, revision counts, date of last modification, and record location code.

__A__18. The PAC must be integrated with other subsystems (e.g. circulation, cataloging, etc.), i.e. the item display must include the circulation status, or order status, as appropriate.

__A__19. The system must allow FCPL to define menus, summary screens and bibliographic and item record displays..

__A__20. The system must allow the patron, through simple search queries, to determine whether items are owned, where they are located and whether or

not they are available with the item's current status shown in real time. File reorganizations or overnight or other kinds of batch processing that are required for the system to reflect a change in an item's status are not desired and should be described in full.

__A__21. PAC workstations must be restricted to "read only" in catalog holdings, status, and patron information.

__A__22. The system must not use special labeled keys, derived search keys, or function keys as the sole method for searching.

__A__23. The system must allow the patron the ability to jump backward and forward to any prior point in a search path without having to retrace the entire search.

__A__24. The system must allow the patron to move from one bibliographic description to the next without having to return to a browse list to select the next title.

__P__25. The system must automatically retrieve variant spellings (e.g., labor and labour).

epixtech:	**This is a planned enhancement but no release date has been set.**

__A__26. The system must offer the user the option of turning a title or subject "browse" search into a keyword search without requiring the user to re-key the search terms.

__AD__27. Numbers in titles must display in correct numeric sequence as integers, rather than by ASCII sorting rules.

epixtech:	**Numbers that remain as integers in the title are sorted as integers, while numbers that are written out are sorted using ASCII sorting rules.**

__A__28. The cataloger must be able to program a new item delay, so that there will be time to shelve the item before it shows up in a PAC search.

__A__29. PAC workstations must be configurable to prevent the user from exiting the PAC software by entering a library specified password.

__AD__30. The searched item must be highlighted in the retrieved records.

epixtech:	**Searched items are highlighted in Staff PAC; this is a planned enhancement for *i*Pac.**

__A__31. The user must be able to initiate a new search from any screen or click on the New Search "button" on the screen.

__A__32. Users must be able to initiate new searches from a record on the screen by "lateral searching" or choosing the search terms from a record on the screen.

__N__33. The system must include a library-defined list of stop words that will not be accepted as search terms. This list will be transparent to the user, and the system must prompt the user with appropriate suggestions when the user attempts to search with stop words.

epixtech:	**Because of the dramatic speed with which *i*Pac performs searches, it does not use a list of stop words; including those words in searches does not impact the**

	searching.

A/N 34. The system must enhance searches by providing "see" and "see also" or "broader: and "narrower" references when appropriate.

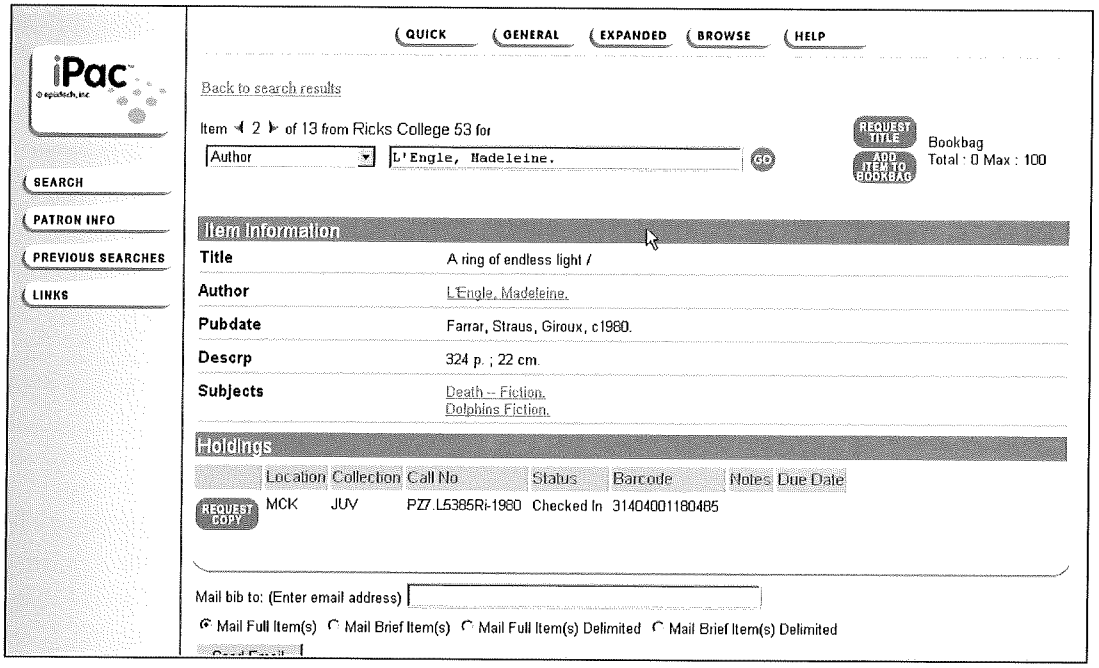
epixtech:	**Horizon Sunrise supports "see" and "see also" references, but not "broader" and "narrower" references.**

N 35. The system must automatically adjust user's keyword searches when no records are retrieved in an attempt to provide a system response beyond a null set, re-executing the search by inserting a Boolean "AND" or "OR" between the terms, executing a truncated wild card search beginning with the first two letters of the first keyword and/or executing a truncated wild card search beginning with the first letter, plus "a" of the first keyword, proceeding through the alphabet until a hit is retrieved.

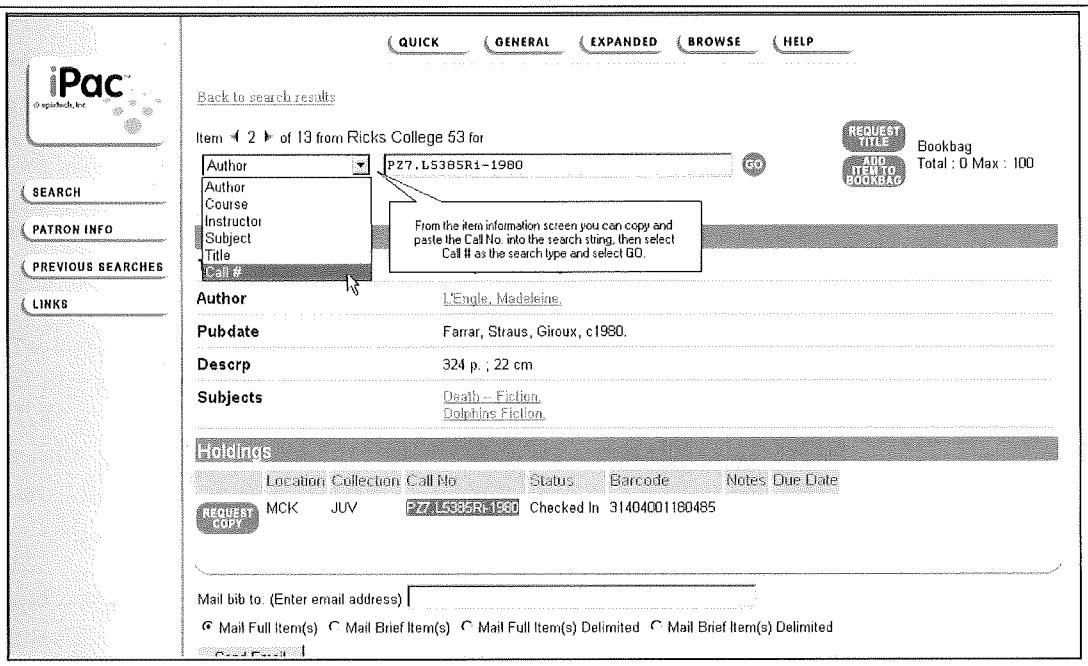
A 36. If no matches are found, the system must in addition to displaying a browse list, also retain on the screen the term or terms used in a search until the user enters another search term (allowing errors in input).

AD 37. From the full record display, with a single mouse click, the system must have the ability to display books shelved next to the selected record in true shelf list order with an option to browse backwards and forwards through the index.

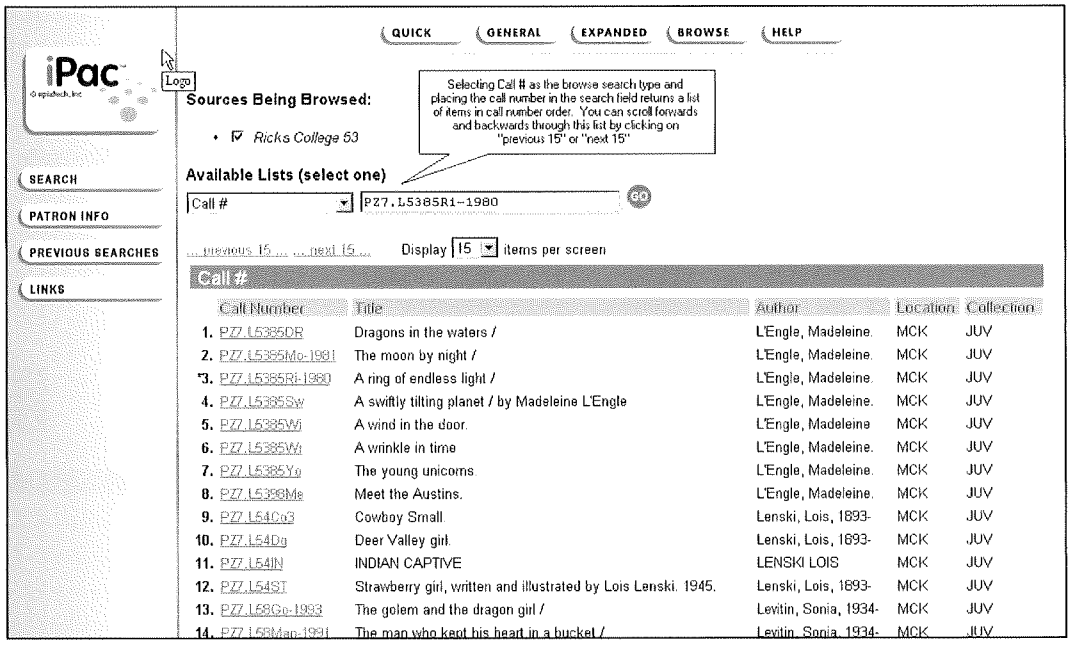
epixtech:	**Although the process involves more than a single mouse click, it is easy to switch from the full record display to a shelf list order that can be browsed through, as shown in the screen shots below.**



Full Record Display.



Change the search type to Call # and pasting the Call No. into the search string.


QUICK
GENERAL
EXPANDED
BROWSE
HELP
iPac
Logo
SEARCH
PATRON INFO
PREVIOUS SEARCHES
LINKS
Sources Being Browsed:
Ricks College 53
Selecting Call # as the browse search type and placing the call number in the search field returns a list of items in call number order. You can scroll forwards and backwards through this list by clicking on "previous 15" or "next 15"
Available Lists (select one)
Call #
PZ7.L5385Ri-1980
GO
... previous 15 ... ... next 15 ...
Display 15 items per screen
Call #
Call Number Title Author Location Collection
1. PZ7.L5385DR Dragons in the waters / L'Engle, Madeleine. MCK JUV
2. PZ7.L5385Mo-1981 The moon by night / L'Engle, Madeleine. MCK JUV
3. PZ7.L5385Ri-1980 A ring of endless light / L'Engle, Madeleine. MCK JUV
4. PZ7.L5385Sw A swiftly tilting planet / by Madeleine L'Engle L'Engle, Madeleine. MCK JUV
5. PZ7.L5385Wi A wind in the door. L'Engle, Madeleine MCK JUV
6. PZ7.L5385Wr A wrinkle in time L'Engle, Madeleine. MCK JUV
7. PZ7.L5385Yo The young unicorns. L'Engle, Madeleine. MCK JUV
8. PZ7.L5398Me Meet the Austins. L'Engle, Madeleine. MCK JUV
9. PZ7.L54Co3 Cowboy Small. Lenski, Lois, 1893- MCK JUV
10. PZ7.L54De Deer Valley girl. Lenski, Lois, 1893- MCK JUV
11. PZ7.L54IN INDIAN CAPTIVE LENSKI LOIS MCK JUV
12. PZ7.L54ST Strawberry girl, written and illustrated by Lois Lenski. 1945. Lenski, Lois, 1893- MCK JUV
13. PZ7.L68Go-1983 The golem and the dragon girl / Levitin, Sonia, 1934- MCK JUV
14. PZ7.L68Man-1981 The man who kept his heart in a bucket / Levitin, Sonia, 1934- MCK JUV

Horizon returns a shelf list of results that can be scrolled through.

A 38. For each pre-defined location, the system must display holdings for a defined location first in an item –level browse list. Optionally, the system must provide the ability to display only the holdings for a defined location and no others unless the patron requests other holdings information.

A 39. Function logic and selection logic options must be consistent on all screens..

__A__ 40. The system provides for library-defined mapping of MARC records to the PAC display, with full selection of the screen labels, as well as which MARC fields shall be included in each library defined label and index.

__A__ 41. The system allows for definition of PAC display constants based on MARC tags and indicators.

__N__ 42. All searches done by users must be logged automatically by the system, and the system must prepare reports that analyze these searches by location, by type, by time, by popularity of terms used, and produce a list of all searches that do not retrieve specific records matching what the user keyed. These reports must be available on demand in text and graph formats, and be printed or displayed to a workstation.

__A__ 43. All records must be indexed and available in the PAC when added to the system in cataloging, from a bibliographic utility, or via a Z39.50-based transfer. All indexing shall be completed via online/real-time processing.

__A__ 44. The system must allow the library to specify any MARC field or any identifiable portion thereof for inclusion/exclusion into any index to the database.

__A__ 45. The subject index must index each subject subdivision individually (e.g., a search of "France" will retrieve all subject headings that include the term "France" regardless of its location in the complete subject term.)

__A__ 46. The system sho uld index a term regardless of how many times it occurs in the system including the keyword index. Any limitations on indexing terms based on their frequency should be described in full.

__A__ 47. The system must have the option for workstations in branch or the Headquarters Library to display branch or Headquarters holdings first or only those holdings.

C1. PAC - SEARCHING

__A__ 1. Patrons must be able to limit a search, either initially or secondarily, by year of publication (range of dates), publisher, language, item type, item category (e.g. mystery, fiction, nonfiction etc.), publication format, adult or juvenile, or location.

__A__ 2. The PAC must support keyword searching of all title, name, subject, notes and selected number fields (individually, in combination, and/or across all fields) in the bibliographic record.

__A__ 3. The PAC must display the number of occurrences of a keyword in the database.

__AD__ 4. Staff and patrons must have the ability to specify the fields to be searched.

epixtech:	**FCPL staff identify which fields are searched against for a specific search type (e.g., subject, general keyword) and patrons can select the search type they want to use, but cannot adjust the actual fields that search type will search.**

__A__5. The system must normalize searches so that results are not affected by upper and lower case, diacritical marks, use of upper and lower case letters, use of leading articles, minor variations in punctuation, or spacing.

__A__6. The system must allow name, title, genre, and subject searches, with no requirement that users enter a full heading or derived search keys.

__A__7. Keyword searching must allow for truncation (e.g. comput* would search for all variations).

__N__8. Keyword searching should not have to be an exact match search. If no results are found, terms should be dropped in order to attempt to find results, favoring the most specific results.

__N__9. When a user enters an invalid term, the system must display a readable message describing the cross-reference. The user must then be able to conduct that search by clicking on it, and without having to re-key the search.

__A__10. The system must retain, on the screen, the term or terms used as a search argument for an inquiry against the database to allow checking for errors in input if no matches are found and to validate which terms were found in the system.

__A__11. The system must have easy-to- follow, patron friendly prompts throughout the inquiry process..

__A__12. The system must display on one screen without scrolling, the options for the next stage of a search process as each preceding stage is completed.

__A__13. The system must allow string searches. That is, the system allows users to enter keywords without Boolean connectors and process a search as if Boolean connectors were used. For example, "United States Supreme Court" will retrieve records containing this specific phrase.

__A__14. The system must allow multiple terms to be joined by using Boolean operators (e.g. AND, NOT, OR, NEAR, SAME, WITHIN, and ADJ) and linking operators (e.g. AND NOT).

__A__15. The system must enable searching using relational operators (e.g. less than, greater than, equal to, less than or equal to, greater than or equal to and not equal to.

epixtech:	**Staff PAC has access to these relational operators. The patron OPAC can use the above operators with limiting fields such as publication date.**

__A__16. The system must permit browsing through the catalog by allowing users to enter the best available form of search arguments and then display index entries that are alphabetically close to the terms entered.

__A__17. The system must inform the user of the number of records that satisfy the search specifications and display brief bibliographic data for them as specified. The user should then be able to page forward and backward through the individual records.

__A__18. The system must allow the user to return easily via a single click to the browsing mode or the search mode, by using an on-screen button or the 'Back" button in the browser.

__A__19. The system must automatically include "see" and "see also" references in the alphabetical listing of the authority forms in the authority list to direct the patron to the valid form.

__A__20. From the display of one record, the system must offer the option of displaying related works.

__A__21. The system must be able to display records for items with a status of "on order."

__A__22. The library must have the ability to suppress the display of any title or copy while retaining the record in the database for staff display.

__N__23. All searches done by PAC users must be logged. The system must generate reports that permit authorized library staff to analyze patron searches. Statistics on the types of searches patrons do and the time (hour of the day) when searches are performed should also be reported. These reports and statistics must be sortable by location.

__A__24. Bibliographic records for the same title must display from newest to oldest.

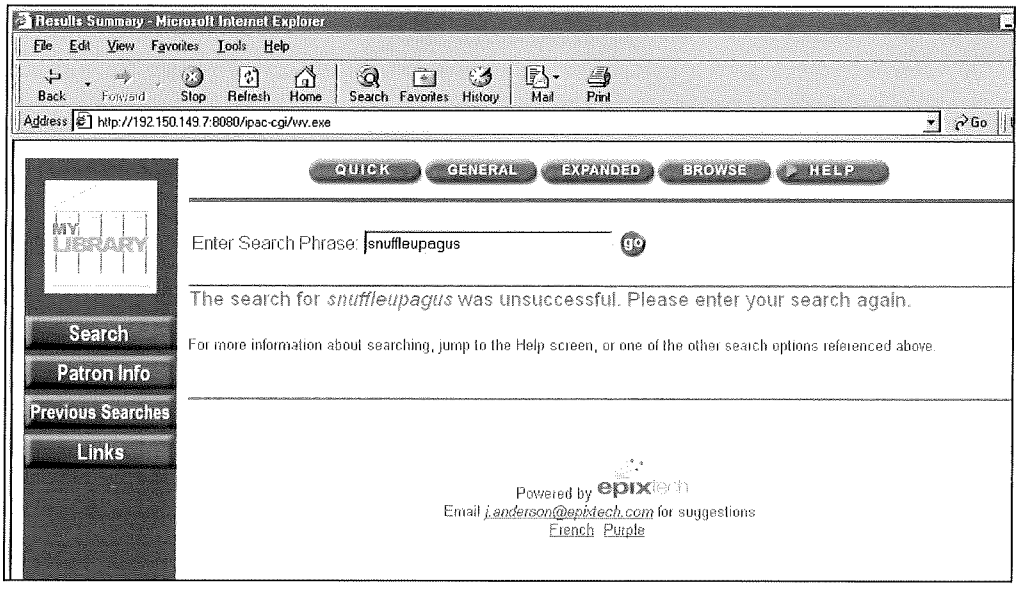
__A__25. The system must enable search nesting through the use of parentheses.

epixtech:	**Search nesting with parentheses is available with Staff PAC, but not with iPac. iPac does offer multiple levels of Boolean searching.**

C2. PAC – Search Results

__AD__1. All searches must result in either the display of a record or a browse list. The system must not respond with a negative "no hit" message.

epixtech:	**Browse searches return a browse list. Other searches, if not records match the search, return a "no hit" message, with the search string intact for easy modification.**


Results Summary - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print
Address http://192.150.149.7:8080/ipac-cgi/wv.exe
Go
QUICK GENERAL EXPANDED BROWSE HELP
MY LIBRARY
Enter Search Phrase: snuffleupagus
go
The search for snuffleupagus was unsuccessful. Please enter your search again.
For more information about searching, jump to the Help screen, or one of the other search options referenced above.
Search
Patron Info
Previous Searches
Links
Powered by epixtech
Email j.anderson@epixtech.com for suggestions
French Purple

A 2. A title search that points to a single bibliographic record will display that record in full, including specific copy/holdings information *on the first scree*n. The system must no t display a title with a reference to the linked items, or a browse list.

N 3. A name search that matches a single name must display a list of that author's titles and not a browse list of authors.

A 4. The item status screen must display the call number, location and status without having to key a separate request for this information. Other item status information must be library-defined.

P 5. There must be an option to display brief bibliographic records, full bibliographic records or MARC records.

A 6. FCPL must be able to define the display order and field tags for the brief and full bibliographic display.

AD 7. A title browse list must display location, call number, and shelf status or at the user's option, omit these details.

epixtech:	**FCPL will determine which fields display, but the user cannot omit the details.**

A 8. Item status information must display automatically with a bibliographic record. It must never be necessary to request status information as a second step after bibliographic information has displayed..

A 9. It must be possible to apply 'limit by' capabilities to search results with multiple headings by any field in the MARC record (e.g., limit all subject headings retrieved). Limit options should include at least the following:

- A language
- A material type or format
- A publisher
- A where the item is located
- A year of publication
- A nature of contents
- A juvenile materials

A 10. Search results from a keyword search must not return the same bibliographic record multiple times.

AD 11. The system must not return a bibliographic record that has all attached items marked for suppression of display.

epixtech:	**FCPL has the option of suppressing bibliographic records from displaying, and/or suppressing individual items records from displaying. If a bibliographic record has not been suppressed, but all item records have been suppressed, the bibliographic record will still display.**

A 12. The system must allow the user to perform multiple limits on a single search, and to back up to a previous limit level in order to refine further a search query.

A 13. The system must have the option for search results to display only those titles held in the location from which the search was executed.

__A__ 14. A patron must be able to easily repeat a search (via a pull-down menu) against another location or against the entire shared database.

__A__ 15. The search strategy and number of hits returned by each search must be displayed.

__A__ 16. The system must enable the user to page back and forth within the list of records retrieved by any search.

C3. PAC – Printing and Downloading

__A__ 1. The PAC must permit printing from the screen. A full sheet of paper must be used.

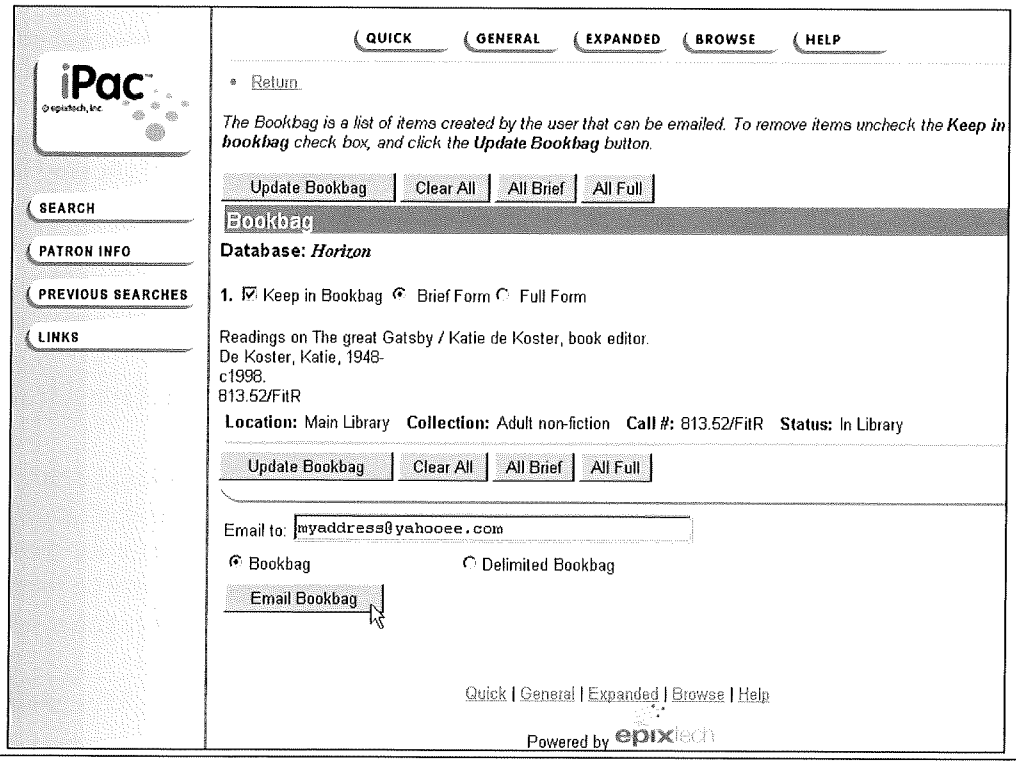
__A__ 2. Printing must be available either to a printer attached to the workstation or to a shared printer on the network.

__A__ 3. When accessing a printer from remote terminals, users should be able to select their own printer attached to the remote computer.

__A__ 4. The PAC must have a method of printer access control that prevents unauthorized printing or limits the number of citations printed, as determined by the library's policies.

__A__ 5. The system should allow patrons to download information from the PAC to a disk or send it via the Web to their personal email account.

epixtech:	**Using the Bookbag feature, patrons can send record to their Bookbag, and can then save the information, print it, or e-mail it.**



__N__6. The number of pages that will be printed will be displayed before printing. The user will have the option to cancel the print job after the number of pages are displayed.

epixtech:	**Printing from Horizon is handled through Windows print drivers. Windows typically counts and displays the number of pages being printed as the job is spooling, but does not give the user the option of canceling print job at that point.**

C4. Access to Other PACs and Databases

__A__1. Accessibility to other library PACs, library-licensed databases, remote networks and the Internet must be available through the PACs, whether such stations are located in the library or remote.

__A__2. The PAC must accommodate remote PCs via a web browser over the Internet. The system must use the same user interface and/or search strategies that are specified for local or remote public access workstations.

__A__3. The system must provide a listing of accessible databases from the initial PAC screen.

__A__4. When the user chooses to access a database through the PAC, the system should require the patron to identify himself/herself by ID number and optionally a PIN.

epixtech:	**This functionality is provided with our Remote Patron Authentication (RPA) software. RPA authenticates directly against the ILS patron file -- verifying that the patron meets library-defined criteria. Based on information contained in the patron's record at the time of the online resource request, RPA qualifies the patron, determining which online resources the patron is eligible to access. The authenticated patron chooses from a list of approved resources, passing approved credentials on to the online database provider simply by clicking on the desired resource.**

__A__5. The system must use library-defined parameters from the patron database to determine whether this patron may be allowed to access the chosen database..

epixtech:	**This functionality is provided with our Remote Patron Authentication software.**

__A/N__6. The system must maintain a complete statistical package describing the database usage counts, including time of day, workstation location, databases accessed and the patron types accessing them. The data for these reports shall be automatically compiled and saved by the system and be immediately retrievable by a browser-based, point-and-click, report generator.

epixtech:	**Statistics are not maintained with standard PAC usage. RPA gathers the following statistics:** • **Protected Resource Code (based on URL)** • **Session number (generated each time patron authenticates)**

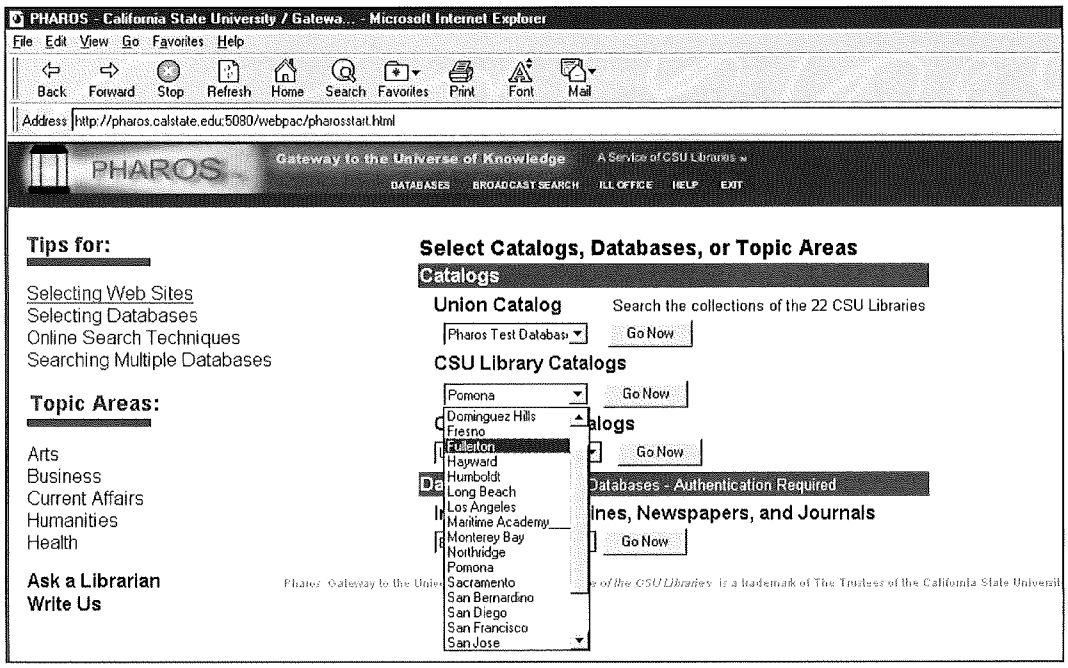
	• **InstitutionID (Library code)** • **RegLoc (location or branch in patron record)** • **PatType (Ptype or Btype)** • **StatisticsGroup (Pstat or Bstat; multiple values possible)** • **AccessType (Patron's electronic access code)** • **CityState (from patron record)** • **PostalCode (from patron record)** • **IP address of patron's browser (only used for stats if internal to the library)** • **Time and Date of URL access** **Based on these statistics, reports can then tell us such things as:** • **How many times per day/week/month/year was a resource accessed?** • **What kinds of patrons (using loan type, patron statistics, location) access a resource the most?** • **Which of our internal PCs are used most heavily in searching databases?** • **What is the ratio of EBSCO to FirstSearch searches?** • **What is the ratio of adults to children using Novelist?**

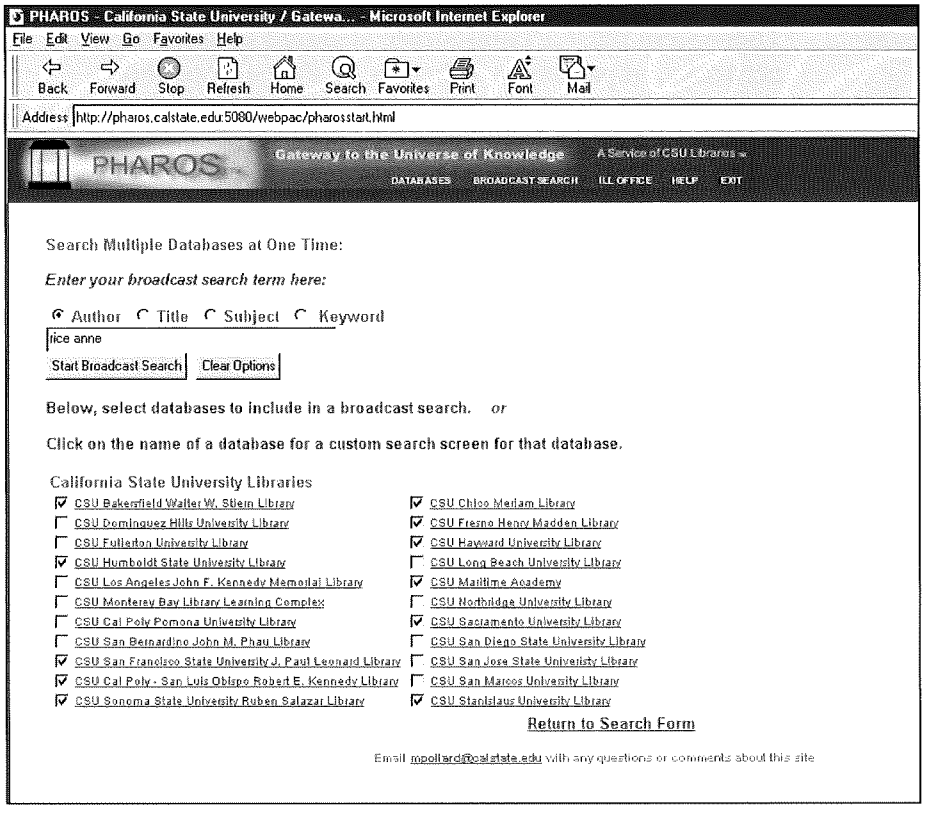
__A__ 7. The system must accommodate standard communications protocols and networks, in particular, Ethernet TCP/IP compatibility.

__A__ 8. The system must provide for Z39.50 Client/Server interfaces. The system must have had a fully functioning Z39.50 module in current release and installed in libraries for the last ***four*** years. Alpha or Beta test sites are not considered valid fulfillments of this requirement.

__A__ 9. The system should offer the ability to broadcast multiple Z39.50 searches at one time with the ability to view results by responding server.

epixtech:	**The screen shots below shows how one client has set up broadcast searching.**




PHAROS - California State University / Gatewa... - Microsoft Internet Explorer
File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites Print Font Mail
Address http://pharos.calstate.edu:5080/webpac/pharosstart.html
PHAROS
Gateway to the Universe of Knowledge
A Service of CSU Libraries »
DATABASES BROADCAST SEARCH ILL OFFICE HELP EXIT
Search Multiple Databases at One Time:
Enter your broadcast search term here:
Author Title Subject Keyword
rice anne
Start Broadcast Search
Clear Options
Below, select databases to include in a broadcast search. or
Click on the name of a database for a custom search screen for that database.
California State University Libraries
CSU Bakersfield Walter W. Stiem Library
CSU Dominguez Hills University Library
CSU Fullerton University Library
CSU Humboldt State University Library
CSU Los Angeles John F. Kennedy Memorial Library
CSU Monterey Bay Library Learning Complex
CSU Cal Poly Pomona University Library
CSU San Bernardino John M. Pfau Library
CSU San Francisco State University J. Paul Leonard Library
CSU Cal Poly - San Luis Obispo Robert E. Kennedy Library
CSU Sonoma State University Ruben Salazar Library
CSU Chico Meriam Library
CSU Fresno Henry Madden Library
CSU Hayward University Library
CSU Long Beach University Library
CSU Maritime Academy
CSU Northridge University Library
CSU Sacramento University Library
CSU San Diego State University Library
CSU San Jose State University Library
CSU San Marcos University Library
CSU Stanislaus University Library
Return to Search Form
Email mpollard@calstate.edu with any questions or comments about this site

E. Serials

__A__ 1. The system must include the following capabilities:

__A__ ordering

	A	check- in
	A	claiming
	A	routing
	A	fund accounting
	A	report generation

A 2. The system must provide the ability to search for serials records by at least title, variant title, call number, ISSN, publisher, vendor, location, uniform title, corporate author/title, conference title, linked title, keyword, subject, or bibliographic utility assigned number.

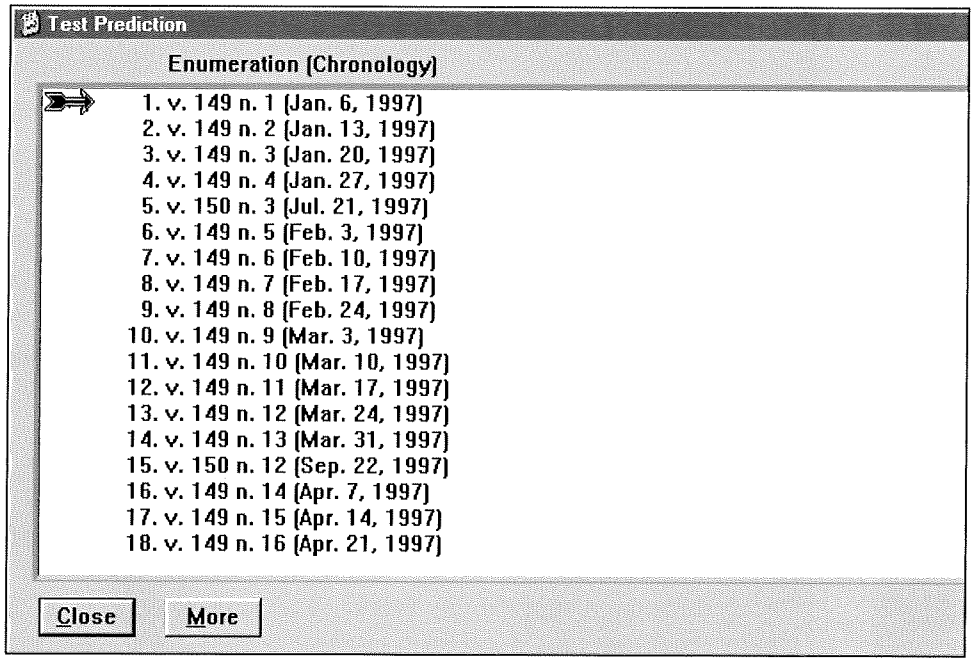
A 3. When the issue the operator has in hand is the issue that is expected, a single keystroke records the receipt.

A 4. With each check-in the system must automatically record the issue chronology, record the date received, record the number of copies received and claim any copies expected and not received and any issues skipped.

A 5. The system will predict issue chronology and enumeration based on a pattern entered in the control record by the operator. This pattern provides for up to four subdivisions in the enumeration.

epixtech:

Horizon Sunrise has the most powerful serials prediction capabilities on the market today. Horizon Serials predicts the next expected issue of a title based on the title's prediction pattern. The data you enter in the prediction pattern generates a list of expected issues, like the one below:

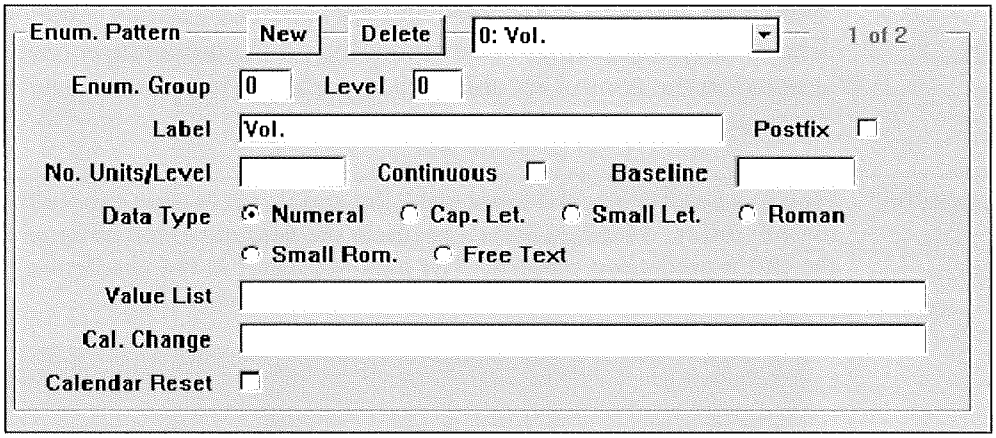


The Horizon Serials module enables library staff to set up both standard and complex publication patterns for automated checkin. You can easily track multiple subscriptions and multiple media for the same title. Checkin staff can quickly and easily retrieve the relevant records by a unique identifying number - such as the ISSN, SISAC, or UPC barcode - or by title keyword. Checkin staff can easily record expected issues as well as unexpected, missing, or damaged issues.

	Horizon automatically generates claims for damaged or lost issues and allows library staff to manually generate claims. Serials checkin records automatically display to the PAC as soon as the issue is checked in.

__A__6. Custom naming patterns can be also be established for each control record. For example, date (April 30, 2001), month (May), Season (Summer), and numeration (v.1 #3).

epixtech:	**Enumeration display information is entered using the screen below. In addition to a standard enumeration pattern, Horizon Sunrise Serials also supports free text enumeration (e.g., Seasons).**



__A__7. The system must allow modification of the expected receipt date information and the pattern at any time.

__A__8. When checking in an issue, if the received issue is not the expected issue, but does conform to the predicting pattern, the system proposed must enable the operator to simply override the predicted number.

__A__9. If the issue received does not conform to the predicting pattern (e.g. a special supplement), the operator can enter the issue designation overriding the prediction.

__A__10. The system must have the ability to show gaps in holdings.

__A__11. The system must be able to print listings of gaps in holdings.

__A__12. The system must be able to distinguish among multiple copies from the same or different sources.

__A__13. The system must support the check- in of multiple copies of an issue on a single check- in screen even when these copies are accommodated in separate records.

__A__14. The system must be able to automatically summarize individual issue holdings into a consolidated statement of holdings.

__A__15. The system must be able to display the enumeration and chronology of the most recent issue of a title recorded in the system on a copy specific basis..38

__A__16. The system proposed must detect duplicate orders for all formats and alert the operator.

__A__17. For titles with a predictable pattern of enumeration and chronology:

- __A__ check- in of issues earlier or later than the next expected issue must be possible using a minimum number of keystrokes
- __A__ the operator must not be required to key any data into the check- in screen except to indicate the number of copies received when this more or less than the number of copies expected by the system
- __A__ check- in of issues earlier or later than the next expected issue must be accomplished by the operator keying adjustments to the expected issue information displayed.
- __A__ accept the change of pattern of enumeration or chronology by authorized operator
- __A__ be able to archive old check- in information and automatically create a new check- in screen

__A__18. For titles that do not have a predictable pattern of enumeration or chronology, the system must function so as to require a minimal keying of data by the operator.

__A__19. The system must be able to accept check- in data by scanning the barcode issue identification printed on serials, as well as by operator keying.

__A__20. Recognition of overdue issues must be available regardless of whether or not the title is received on a paid subscription.

__A__21. The system must maintain the following subscription information:

- __A__ copies and issues to receive for each subscription
- __A__ expiration of each subscription
- __A__ vendor for each subscription
- __A__ order record for each subscription

__A__22. The system must support a variety of selection criteria for generation of multiple claims, including, but not limited to:

- __A__ claims to a specific vendor
- __A__ claims for issues that ought to have been received by certain dates
- __A__ all claims

F. Statistics

__A__1. The system must provide separate and combined statistics and generate detailed reports both online and in hard copy for all locations.

__N__2. At a minimum the system must collect the following statistics:

- __N__ total number of searches
- __N__ number of searches by type of search
- __N__ number of searches against each section of the classification schedule
- __N__ number of searches attempted in other databases
- __N__ help requests
- __N__ number of citations printed and/or downloaded

epixtech:	**The only searching statistics that are collected are those gathered by Remote Patron Authentication (RPA):** • **Protected Resource Code (based on URL)** • **Session number (generated each time patron authenticates)** • **InstitutionID (Library code)** • **RegLoc (location or branch in patron record)** • **PatType (Ptype or Btype)** • **StatisticsGroup (Pstat or Bstat; multiple values possible)** • **AccessType (Patron's electronic access code)** • **CityState (from patron record)** • **PostalCode (from patron record)** • **IP address of patron's browser (only used for stats if internal to the library)** • **Time and Date of URL access**

__A__3. Statistical reports must be available describing utilization of the collection (or parts of it) to aid in new item selection, weeding, storage decisions, etc.

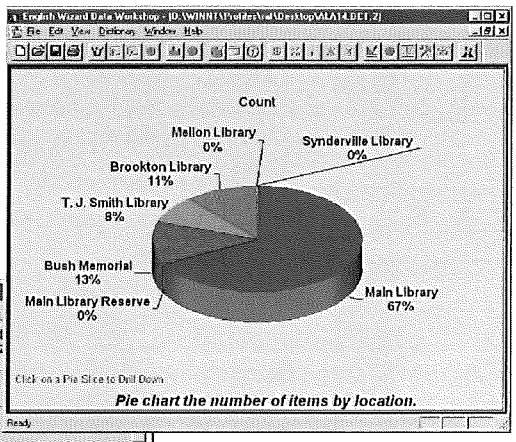
__A__4. The system must also collect the number of times each item has been checked out. This figure must be sortable by location.

G. Reports

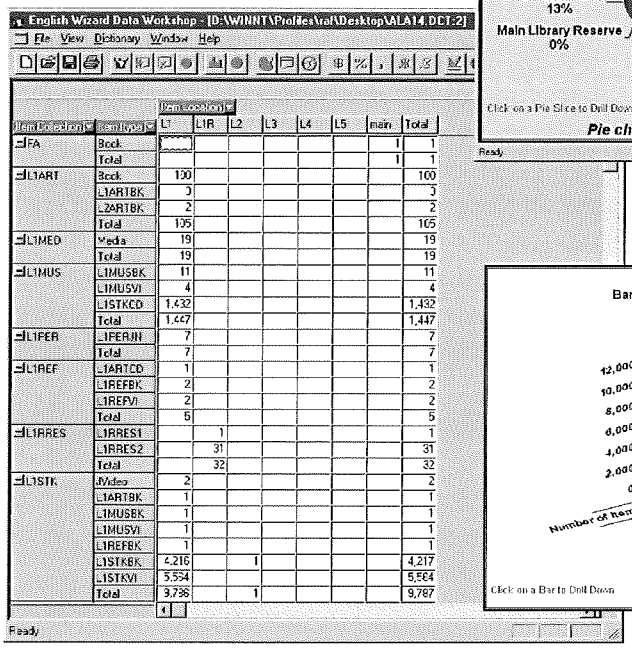
__A__1. The system shall provide a wide variety of standard reports that are derived from data that the system automatically compiles. These standard reports should be generated on demand from menu options..

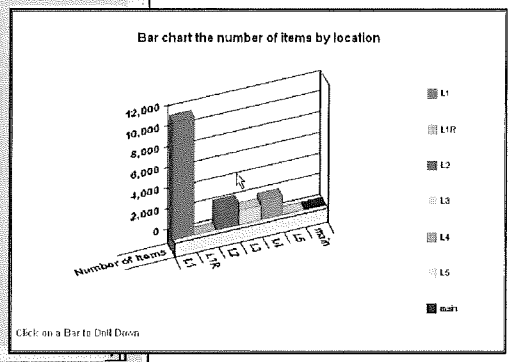
__A__2. In addition to the standard management/statistical report capability the system must contain an easy-to-use report generator that does not require special training to use and is provided as a base element of the proposed system. Reports generated by this utility may not contain lists of dead reports, as they existed at the time of report compilation.

epixtech:	***epixtech* has proposed EasyAsk, a natural language reporting tool available for use with Horizon Sunrise. EasyAsk enables library staff to quickly access and publish the information they need by simply asking for it in plain English. EasyAsk then translates requests for information into the structured query language (SQL) programming syntax required to generate the reports required.** **For example, a librarian could enter a request such as "list number of items by location" and EasyAsk would translate this request into the proper SQL syntax to retrieve the information from the Horizon Sunrise database. EasyAsk would then present this information in such easy-to-use formats as reports, spreadsheets, charts, and cross-tabs such as those seen below.**



Percentage of items by location





Number of items by location

Optimized for use against Sybase, EasyAsk includes these key features:

- **Pre-defined Horizon Sunrise reports**
- **Natural language, ad hoc querying**
- **Report scheduler and e-mail distribution**
- **Powerful synonym recognition, local synonym creation**
- **Charts and advanced reports (crosstabs and pivot tables) created easily as part of the report query**
- **Drill-down capabilities that deliver multi-layered reports through a single query**
- **Excel-like spreadsheet report presentation, with page formatting and workbook features**
- **Configurable report processing manager that automatically recommends which reports should be run during off-peak hours**
- **Ad hoc reporting**

A 3. These reports shall come from a statistics set automatically compiled by the system, and retrievable, sortable, and produced by a point-and-click, Web based interface. This report writer facility shall be available externally to and in addition to the system's custom report generator.

__A__4. The system must not maintain basic statistical information in item or patron records so that those records can be deleted/purged at any time without impacting on current historical statistics.

__A__5. Patron statistical information may be obtained from a specific field or a combination of fields on the patron record (status, location, issuing agency, last activity date, etc.).

__A__6. The following reports must be standard reports that are available without any customization:

- __A__ number of patrons currently registered, by patron, status, type issuing agency demographic data, and date the card was issued
- __A__ list of items by location and Library defined status (e.g. lost, missing, etc.)
- __A__ reports on overdue materials based on Library-selected parameters (e.g. patron type, number of days overdue, etc.)
- __A__ total number of bibliographic records and items in the database by location or library unit
- __A__ number and type of transactions by workstation
- __A__ list of items that have not circulated in a specified period of time
- __A__ list of items with "lost" and other statuses that are specified by the user

__A__7. The system must be able to print by location and/or system wide and in shelf list order, reports of all items circulated less than a user specified number of times to facilitate collection weeding.

__A__8. The system must be able to generate fiscal and year end reports. FCPL must be able to define its year-end.

__A__9. The system shall produce a report, on demand, sorted by location and call number, for a specified call number range of records to facilitate collection development.

__A__10. The system shall report an inventory of any portion of the collections, by scanning items on the shelves using a portable optical reader or by printing a report in shelf list order that includes all current statuses.

__A__11. The system must generate reports that are library specific or include a defined set of locations.

__A__12. The system must allow reports to be generated and printed at a central site or remotely.

__A__13. The system must allow data to be collected and reports created and scheduled for different time blocks (hours, days, months, years), stations or locations.

__A__14. The system must allow overdue item verification by generating a list of all overdue items in shelf list sequence by library location so that the shelves may be checked before overdue notices are sent. The system must provide for limiting this list to include only newer overdue items (FCPL specifies the number of days).

__A__15. FCPL must be able to specify the number of overdue notices and reminders prepared and printed for each overdue notice. All overdue notices must show the date due, author, title, call number, and barcode number. This notice must

also contain a free text space where FCPL can design what text the notice will include. The vendor must indicate how many lines and/or characters this free text space contains. limited only by notice size as defined by library .

__A__16. Overdue notice generation must be controlled automatically by library specified intervals between notices. The stored calendar of days of operation must be consulted by the system before overdue and other notices are printed.

__A__17. The system must provide for the printing of billing and hold availability notices. Billing notices shall display the due date, author, title, call number, barcode number, cost of replacement, processing cost and other FCPL specified charges.

__A__18. The system must provide for the electronic notification of overdue and billing notices, and hold availability notices.

__A__19. Staff must be allowed to schedule printing of any notices or reports at any specified date and time including off hours in unattended operation after printer and stock have been aligned.

__A__20. A report must be available that lists outstanding overdue items with a date to be specified by FCPL.

__A__21. The system must be able to discharge long overdue items by declaring them to be lost and billing the borrower accordingly.

__A__22. The system must allow for modification of text of all automatically generated notices after initial set-up without vendor intervention.

__A__23. Authorized personnel must be able to generate printed lists of all of their delinquent borrowers, delinquent borrowers in a certain category (such as by patron type, or over a specified number a books).

__A__24. The system must be able to suppress the production of overdue notices on items with missing, claims returned and other statuses specified by FCPL.

__A__25. The system must enable an authorized user to produce lists and counts of serials issues checked- in, claimed, and/or to be claimed.

__A__26. The system must enable an authorized user to produce a variety of statistical reports including number of serials titles, copies, issues checked in by period, claims issued by type, supplier, etc., and titles without current subscription.

__A__27. On any database reports involving materials FCPL staff must be able to select items for inclusion based on any combination of bibliographic information and on any combination of control information (e.g. number of circulatio ns, number of holds).

__A__28. The system must enable an authorized operator to specify the starting date and time and ending date and time which the report is to cover on reports involving historical data.

__A__29. The system must be able to print a report that lists items with a publication date older than a library specified date and also items published within a library specified range of dates to assist in collection weeding. This report would list the call number, title, date of publication and location.

H. Inventory

__A__1. FCPL staff must be able to monitor the inventory status of any portion of a library's collection.

__A__2. The inventory process must identify items accounted for in inventory checks, items found on shelf with a "non-shelf" status, incorrectly shelved items, and items which the database indicated were on the shelf, but were not found by the inventory scanning process.

__A__3. The inventory date must be added to the item record for each item inventoried.

__A__4. Inventory must also identify bar-coded items found on the shelves for which there are no item records in the database.

__A__5. It must be possible to load the inventory results obtained by using an optical scanner into the system and have them compared against the database and transaction file of the library (circulation records compared with shelf list and items found on the shelves)..

I. Detention Center Library Requirements

At this time the Detention Center Library is not automated. There will be no bibliographic or patron records to convert. FCPL staff will add these manually after the system wide automation is complete. FCPL expects all software modules to have the same functionality as for the rest of the system except where FCPL has chosen to turn off functionality for this location. The requirements of this facility are noted below.

__A__1. Detention Center Inmates are not allowed access to the Internet. If the PAC for this location is Web based, access to anything but the PAC must be blocked.

epixtech:	**Horizon Sunrise allows you to prevent patrons from surfing the Web. Additional hardware and software must be configured to limit or prevent Internet access. *i*PAC enables searching of your local catalog via the web; however. *i*PAC cannot control other access to the Internet. Internet access control is deployed on the workstations themselves or on the network.** **The proper solution depends on the behavior desired by the library and the number of sites on the Internet to which you desire to give patrons access. It is simple to block access to the Internet while allowing access to a local WebPAC server. This can be configured in the browser, router, or firewall. If you wish to catalog Web sites and provide access to a small subset of the Internet it becomes more difficult depending on how large this subset is and how often it changes. Several solutions regarding this topic have been discussed on our customer list servers recently as well.** **Our Firewall product can specify by groups of workstations (based on IP address) whether or not surfing the Internet is permitted. It can also specify a short list of allowed sites by IP address or automatically forward web access through a local proxy server, which can provide an easily managed list of allowed sites as well as add content filtering and other features. Workstations can also be configured directly to use proxy servers to provide this access control.**

__A__2. Items held at othe r locations must be blocked from this PAC (only items owned at this location must show in this PAC). Also, items held at this location must be blocked from the PAC for the rest of the system.

__A__3. The PAC must be icon or menu driven, use simple language, and be very user friendly and easy to use. Since many of the Detention Center inmates have low reading levels these factors are very important.

__A__4. FCPL must be able to create several levels of Circulation user log ons. Some with only the ability to check materials in and out with no access to the patron database, fines and fees owed, items checked out or other circulation information.

__A__5. Patron barcodes used for this location can be different from barcodes used in the rest of the system.

__A__6. Reports of items checked out to a particular patron must be available to FCPL staff on a daily basis.

__A__7. The software used for this facility must be the same software used for the rest of FCPL and loaded on the server at the Headquarters Library at FCPL.

J. Community Information

FCPL currently has a Community Information database that is separate from our main catalog and database. The following requirements must be met by all vendors:

__A__1. The vendor must support USMARC Community Information format.

__A__2. All search, information and help screens must be customized to reflect Community Information. For example, a search option would be "organization" not "author."

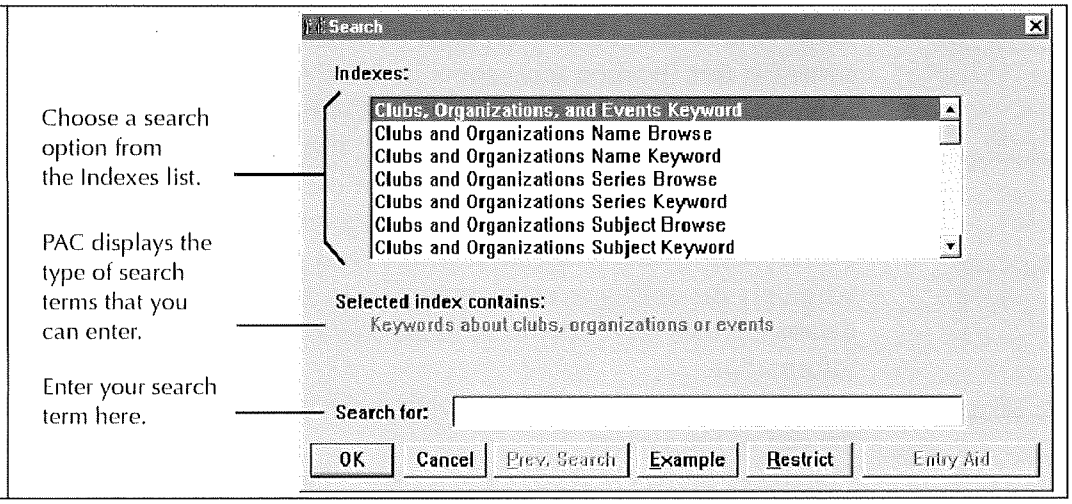
__A__3. FCPL staff must be able to define display tags appropriate to community information. It must also be possible for FCPL to modify/customize Library-specified menus and displays without programmer or vendor intervention.

__A__4. FCPL must be able to choose which USMARC fields appear on any displays. For example, the call number field would not appear since it does not apply to Community Information. Instead the contact information field (#270) would be displayed.

__A__5. Vendors must support the 856 field. This field is used to provide links to the different organizations Web sites.

__A__6. If a Vendor proposes that the Community Information database be integrated with the main database their software **must** allow a library patron to search only the Community Information database. It must be very easy for a patron to determine how to search the Community Information database. This could be accomplished by having Community Information as a separate menu choice, or a listed separately on the search options.

epixtech:	**Search options are defined by FCPL, and can be clearly identified as Community Information searches.**



A 7. Community Information records must be created, edited and deleted following the same capabilities and procedures as bibliographic records.

A 8. It must be possible to date Community Information records (MARC field 501) and easily generate reports of records that need to be updated and/or verified. It must be possible to view these reports online or print them. If printed the reports should print one organization per page..

A 9. The system must allow all or parts of the Community Information database to be printed, downloaded to disk or displayed. For example, it must be possible to print a list of all the Lions' Clubs with contact information.

A 10. The system must be able to generate a report that prints the entire database, one record per page that is in a format appropriate for mailing to organizations for updating purposes.

epixtech:	**When you create a bib record for your Clubs and Organizations or Events Calendar file, you can include a date on which you want to update or delete the information in the record. By performing a Date Take Action Browse or Purge Date Browse search, you can produce a list of organization or event information that you can use to make decisions about what should be updated or deleted.**

A 11. The system must allow FCPL to choose which USMARC Community Information fields will be included in a record.

A 12. The Community Information database must be accessible through staff workstations and PACs.

A 13. The system must be enable FCPL to control different levels of access to the database.

A 14. The proposed system must enable authorized users to search the Community Information database by the name of the organization, subject headings, keyword, contact person, program/event and date file was last updated.

A 15. The system must also enable authorized users to use Boolean operators for searching.

__A__16. It must be possible to search the Community Information database with the command structure used for accessing the online public access catalog and all other system modules.

K. Training

__A__1. The vendor must provide basic training in all functioning subsystems for the independent operation of the system, including regular maintenance and troubleshooting.

__A__2. The vendor must conduct all training on site. If this is not possible the vendor must specify where the training will be held and what additional costs are involved.

__A__3. The vendor must provide instructors and all necessary instructional materials that may be required for effective instruction and training.

__A__4. All training for all system functions must be hands-on.

__A__5. The vendor will provide a practice-training database. Any additional cost for this must be clearly stated in the Additional Costs section of the Systems Cost page.

__AD__6. Complete system and applications documentation must be available at the time the system is installed. Software documentation must be provided in both hard copy (at least 2 copies) and machine-readable format.

epixtech:	**A single hard copy of each user manual and of system documentation is provided free of charge with the purchase of the software. The software can also be downloaded from the *epixtech* web site or can be copied for in-house use.**

__AD__7. The vendor will provide training and instruction for all major system upgrades/revisions.

epixtech:	**Documentation is provided with each upgrade that will be sufficient for you to use the updated software. However, we do not provide training for system upgrades and revisions. Additional training, if desired, can be purchased.**

__A__8. The vendor must provide optional training for future FCPL authorized staff. Any additional cost for this training must be stated on the cost sheet.

__A__9. Documentation updates for all manuals must be provided on a regular basis as enhancements, upgrades and/or changes are made. These updates may be sent to FCPL in hard copy or made available via the Web.

Barcodes

FCPL uses 3 of 9 barcodes. They are 14 digit barcodes with the last digit being a check digit. We use barcodes with one (1) as the first digit for patrons and two (2), three (3), four (4) and six (6) as the first digit for materials. When we migrated to VTLS in 1994 their system would only accept 10 digit barcodes where one (1) was the first digit of the barcode for materials and two (2) was the first digit for patrons. Since FCPL's barcodes did not meet either of

these VTLS requirements they wrote a conversion program to allow our barcodes to work with their software. The conversion program changes our barcodes as follows:

Barcode Number	Converted Number
11982002221234 (patron)	2200222123
21982001114321 (materials)	1200111432
31982004443322 (materials)	1300444332

All materials and patrons currently in our database will have these converted numbers. Any successful vendor must be able to accept the full 14 digit barcodes when scanned into the system, but also link those 14 digit numbers to their converted numbers already in the system (stored as patron numbers in the patron database and numbers for items in the item database).

In addition we will also be automating our Detention Center Library when new software is purchased. The barcodes used for this system might be different from those used for the rest of the system. Any vendor software must be able to accept two different types of barcodes, one used only in the Detention Center Library and another used by the rest of FCPL.

Vendors must indicate if both of these conditions for barcodes are compatible with their software and list any additional costs due to these barcode differences in the Exceptions section on the Cost page.

__A__ 1. The proposed system can accept 14 digit barcodes scanned into the system and 10 digit barcodes stored as patron and item numbers.

__A__ 2. The system will accept two different types of barcodes used for FCPL, one for the Detention Center Library and another for the rest of the system.

epixtech:	**Horizon Sunrise can accept both 14-digit and 10-digit barcodes. However, in order to accommodate both for the same item or patron record, we will need the algorithm used by VTLS to convert the barcode in order to "translate" it back to the original number. This will require custom programming and an additional fee. We have included this custom programming in our cost quote, although exact costs will be determined once specific information has been obtained.**

ADD ALTERNATES

The modules covered in this section may or may not be included in any final contract. Vendors can bid on any or all of these modules, but each bid on a module in this section should be separate from the bid on the main section. A cost for each module in this section must be listed separately. FCPL reserves the right to purchase some, all or none of these modules.

I. Acquisitions and Fund Accounting

__A__ 1. The Acquisitions Module must be fully integrated with other system modules and must include purchase management, invoice ma nagement, fund accounting, reports generation, electronic ordering, canceling orders, reordering and claiming.

__A__ 2. Changes made from within the Acquisitions Module shall be reflected throughout the database.

__A__ 3. Each order record must be automatically and dynamically linked to a bibliographic record.

__A__ 4. Data stored in the acquisitions file shall include but not be limited to:

- __A__ bibliographic information
- __A__ acquisitions type (gift, approval, etc.)
- __A__ status
- __A__ Branch, copy, or fund information
- __A__ invoice information
- __A__ vendor information
- __A__ accounting information
- __A__ requestor
- __A__ destination
- __A__ instructions to vendor
- __A__ internal processing instructions
- __A__ estimated price
- __A__ receiving information

__A__ 5. The system shall be capable of retaining all information online for a specified period not to exceed three years.

__A__ 6. The system must provide for all information that is no longer needed to be archived to magnetic media.

__A__ 7. The system shall accommodate the following acquisitions types:

__A__	prepaid	__A__	membership
__A__	gift	__A__	rental
__A__	lease	__A__	purchase

__A__ 8. The system shall accommodate the following order types:

__A__	approval plan	__A__	new order
__A__	pre-paid	__A__	added copy
__A__	standing order	__A__	subscription
__A__	membership	__A__	replacement
__A__	blanket order		

__N__ 9. The system must automatically check for duplication based on any indexed field, including title key, at the library's discretion. Changing fields for

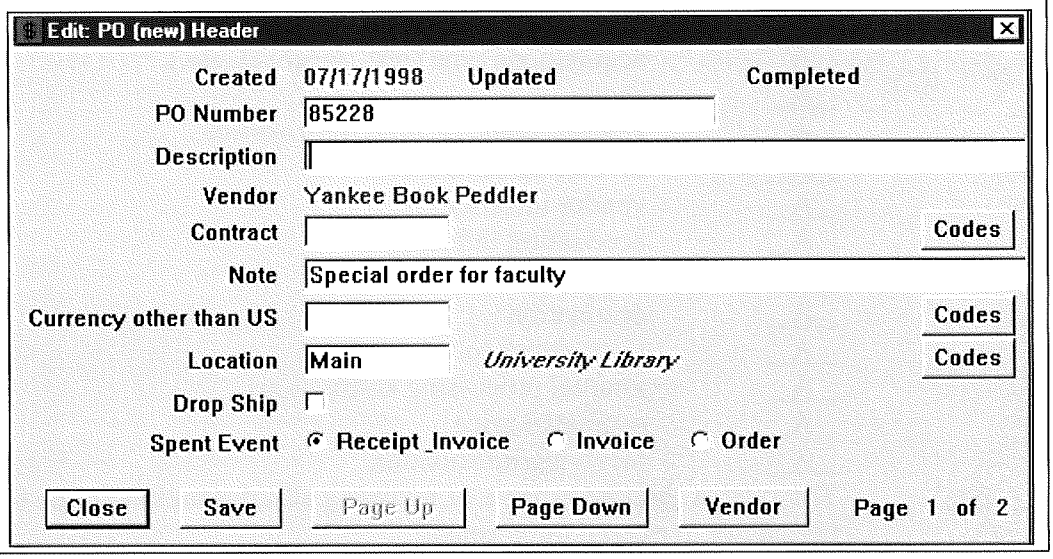
duplicate detection must be a local choice not requiring vendor or programmer intervention.

epixtech:	**Staff should follow library pre-order searching procedures to avoid unwanted duplication.**

__N__ 10. If a duplicate exists, a message must be displayed and the order temporarily held until authorized staff releases it.

__AD__ 11. To facilitate order entry, a large amount of data must be 'defaulted' into a template so it is unnecessary to key the same information repeatedly. The vendor must state how many different templates the library has the optio n of establishing and maintaining.

epixtech:	**Horizon Acquisitions provides screens that allow you to easily create new vendor records or new POs. Many of the fields use pre-defined codes that staff access by clicking on the Codes button. This makes it easy to complete the screen and at the same time ensures accuracy.**



__A__ 12. The system shall prohibit the assignment of duplicate order numbers..45

__A__ 13. The system shall display the appropriate screen format and prompts for bibliographic information to be entered or copied from other lists.

epixtech:	**You create a purchase order by creating the header and adding lines for the titles you want to include. You can create PO lines from scratch, or you can create them by copying existing PO lines, purchase requests, or titles in PAC.**

__A__ 14. The system shall be capable of holding orders for later review and release by authorized staff.

__A__ 15. The system must be able to send orders electronically.

__AD__16. The system shall be capable of loading vendor supplied MARC bibliographic data from various sources (e.g. FTP transfer, diskette, Z39.50 transfer).

epixtech:	**Bibliographic data can be loaded into the Horizon database and then used to create a new PO line.**

__A__17. The system must allow for a variety of order statuses, including but not limited to:

__A__	on order	__A__	claimed
__A__	serial on order	__A__	cancelled
__A__	partially received		

__A__18. It must be possible to generate reports for any status with specified date ranges.

__A__19. The acquisitions record shall contain a cumulative status information element to provide history of the order.

epixtech:	**There is not a status for the entire order, per se, except completed, which means all line items on the order have been resolved. For each line item any number of activities could occur. So the "status" of an order depends on the state of each line.** **Recording of some activities may automatically trigger the creation of other activities (e.g., vouchers are recorded as a result of recording a receipt or an invoice or both; in other cases, the fact that an activity has not occurred would trigger the user to take necessary action like in the case of an invoice being overdue and needing to claim the invoice). Statistics can be ascertained by viewing the activities which have occurred for each line. These activities can be viewed in summary or in detail for all or selected lines of an order.**

__A__20. The system shall be capable of accepting new bibliographic information about a title at any time after order placement or when its receipt is recorded.

__A__21. Each change to a fund must be recorded by the system and include the fund affected, change made, date of the change, and individual making the change.

__A__22. The fund file must include the amount budgeted, the amount encumbered, expenditures year-to-date, any uncommitted balance, and any adjustments. The system must also allow the creation of up to four leve ls of nested fund accounts.

__A__23. The fund file shall be updated automatically to indicate file encumbrances and debits as a result of actions on the acquisition file.

__A__24. During the encumbering operations, the system shall allow the operator to encumber automatically at a pre-determined vendor discount to create more accurate fund balances. For example, if the vendor normally allows at least 10% discount, than an operator keying in a $10.00 order for that vendor shall encumber $9.00.

__A__25. The fund file shall be updated online as transactions are posted. The system will also allow manual adjustments by authorized users.

A 26. The system shall provide a warning alert of fund balances when the level of an encumbered fund reaches a library-specified value.

A 27. The system must have the capability to print reports of fund accounts or display them online. These reports must be accessible from within the Acquisitions Module or from a series of Web-browser-based, point and click reports.

A 28. The system shall report the number of items and titles received against a particular fund over a specified period of time.

A 29. The system must have the capability to accommodate periods during which items are still being received against the previous year's appropriation, giving the library the option as to which year's appropriation to use.

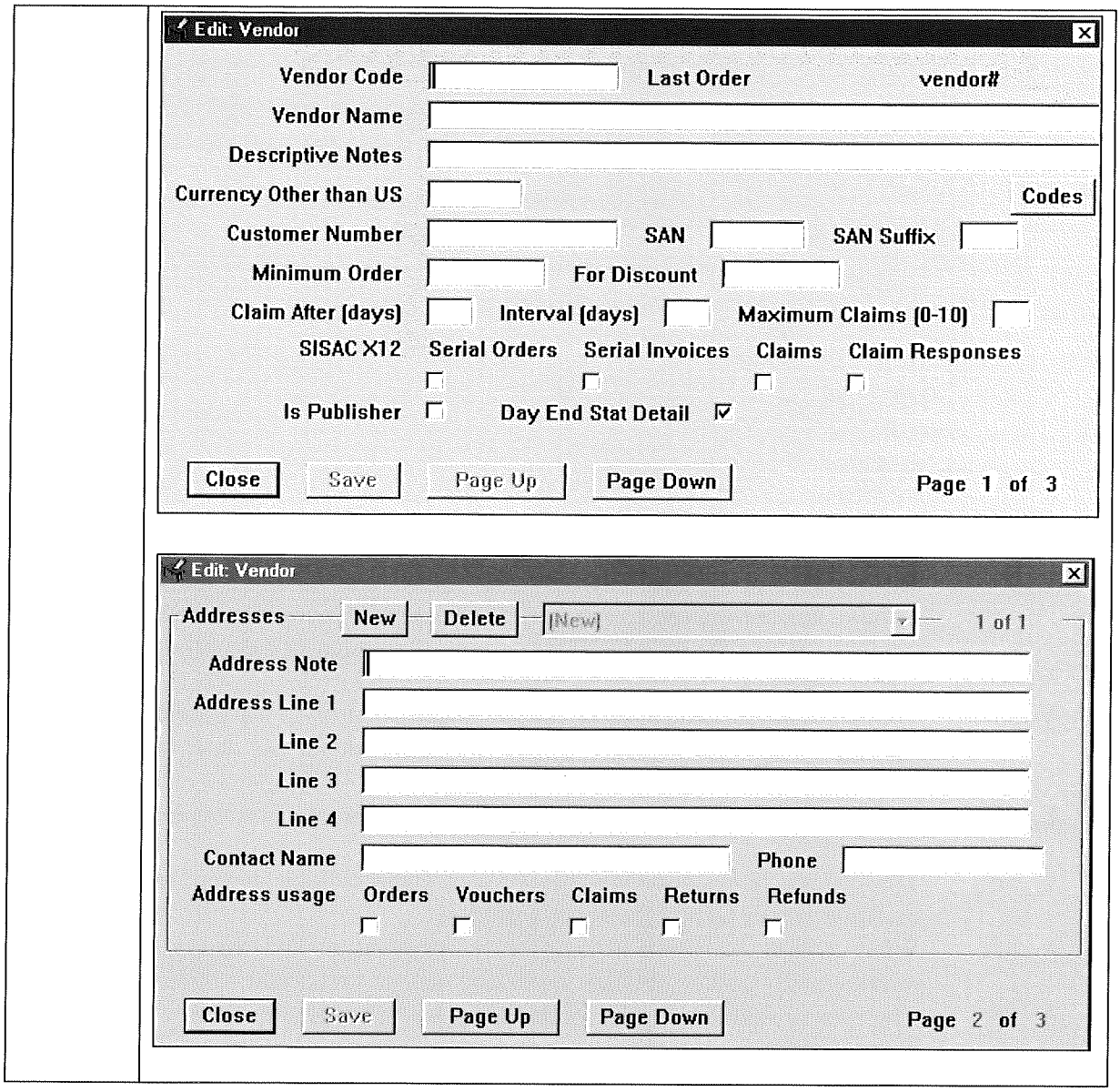
A 30. The system must be capable of calculating average annual costs for categories of materials by type and fund.

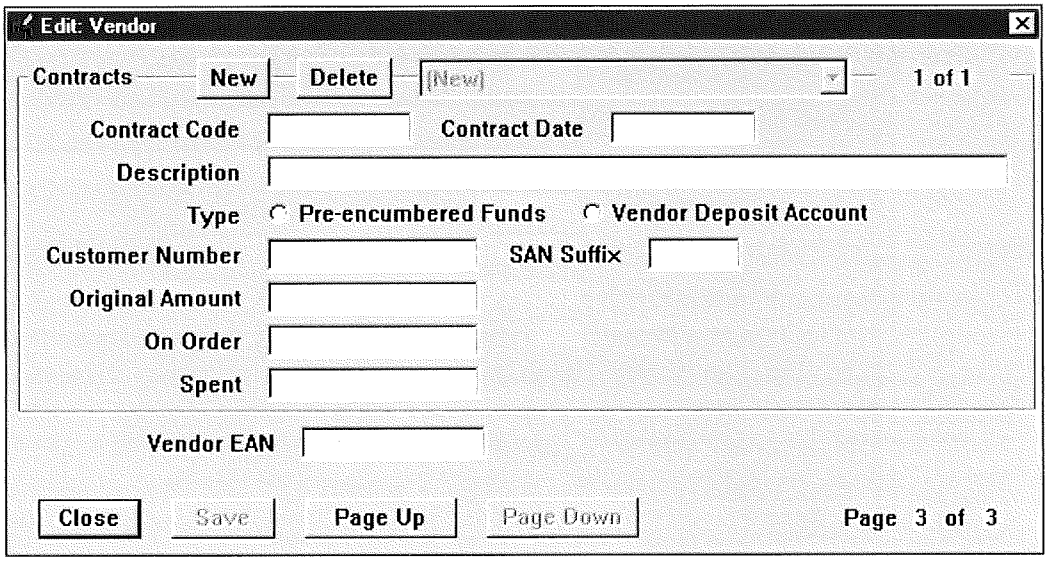
AD 31. Fund accounting must adhere to GAAP (generally accepted accounting practices).

epixtech:	**Horizon Sunrise Acquisitions enables you to keep track of your library's funds as you order, receive, and pay for items. Horizon Sunrise can track activity amounts for any number of accounts, split orders between several accounts, or charge different copies of one title to different accounts. If you want to acquire items on behalf of a third party, you can charge the order to a library account or bill the party separately. If your library does not use accounts, Horizon can bypass fund accounting.** **The Horizon Sunrise Acquisitions budget record also has an Accounting Reference field that allows you to identify the reference or general ledger number assigned to the budget by your accounting department or funding agency. However, the Acquisitions module does not perform the actual payment of funds.**

A 32. A formatted screen with appropriate prompts shall be provided for entry of vendor data.

epixtech:	**Below are screen shots of the three vendor screens. Code buttons are provided whenever pre-defined data is available.**


Edit: Vendor
Vendor Code
Last Order
vendor#
Vendor Name
Descriptive Notes
Currency Other than US
Codes
Customer Number
SAN
SAN Suffix
Minimum Order
For Discount
Claim After (days)
Interval (days)
Maximum Claims (0-10)
SISAC X12
Serial Orders
Serial Invoices
Claims
Claim Responses
Is Publisher
Day End Stat Detail
Close
Save
Page Up
Page Down
Page 1 of 3
Edit: Vendor
Addresses
New
Delete
[New]
1 of 1
Address Note
Address Line 1
Line 2
Line 3
Line 4
Contact Name
Phone
Address usage
Orders
Vouchers
Claims
Returns
Refunds
Close
Save
Page Up
Page Down
Page 2 of 3



A 33. The vendor file shall include fields for vendor name, contact name, order address and remittance address, telephone and fax numbers, vendor account number, email address, and library-supplied number of days after which claims are made.

A 34. The system maintains in each vendor record a list of all the invoices that have been paid to that vendor, showing the invoice number and date, and the amount and date paid.

A 35. On order information must automatically be updated when the item is received.

A 36. The system should have the ability to automatically create item records for multiple copies during the receipt process..

A 37. When receipt of an item is recorded and payment posted, the system shall automatically update all files, including vendor and financial files.

A 38. The system shall be capable of handling receipt of items with invoices and items without invoices.

A 39. The system shall accommodate credits, refunds, and partial order payment.

A 40. An acquisitions record shall be accessible online through at least the purchase order number and date, main entry, title, subtitle, series title, conference title, keyword(s) in title, LC card number, ISSN/ISBN, and SuDocs number/GPO stock number.

A 41. The system must allow an individual library to elect to automatically display the bibliographic record and the order record information (number of copies ordered, the collection ordered for, and the date) in the public catalog.

A 42. The system shall permit the recording of holds against titles on order and in process.

A 43. Staff must be able to search all on-order records before creating acquisition records from within the Acquisitions module.

A 44. The system must allow separate copies of selections to be charged to different fund accounts.

A 45. Staff must be able to order duplicates of materials already in a library's collection, on-order, or in process for a library.

A 46. Any staff with the proper security privileges must be able to override in all accounts.

II. Children's Catalog

AD 1. The proposed system must have an icon-based PAC for children with sets of icon (photo or graphical) and preconfigured searches of interest to children developed by library professionals. The searches should have the following characteristics:

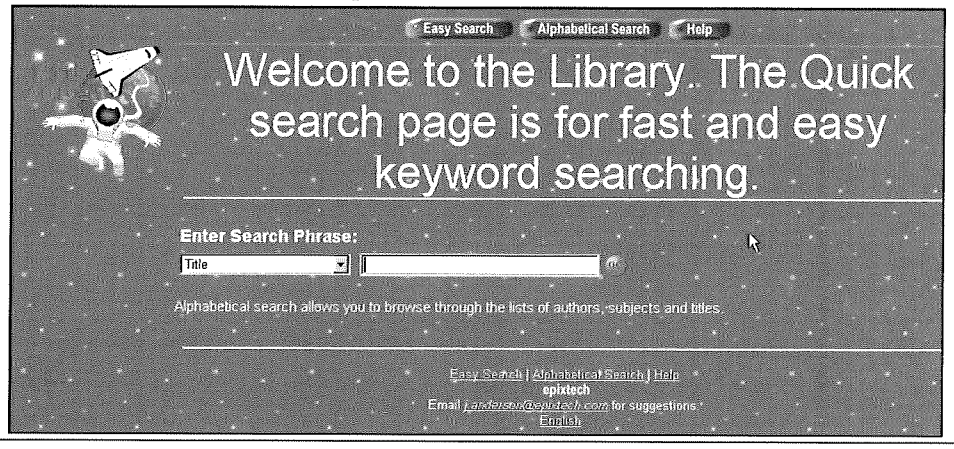
A performed on "live"data

A search results must be fully integrated with the library catalog and display full item information, including location and availability

A search results can be exported to a file, printed, saved to disk or sent to an email address

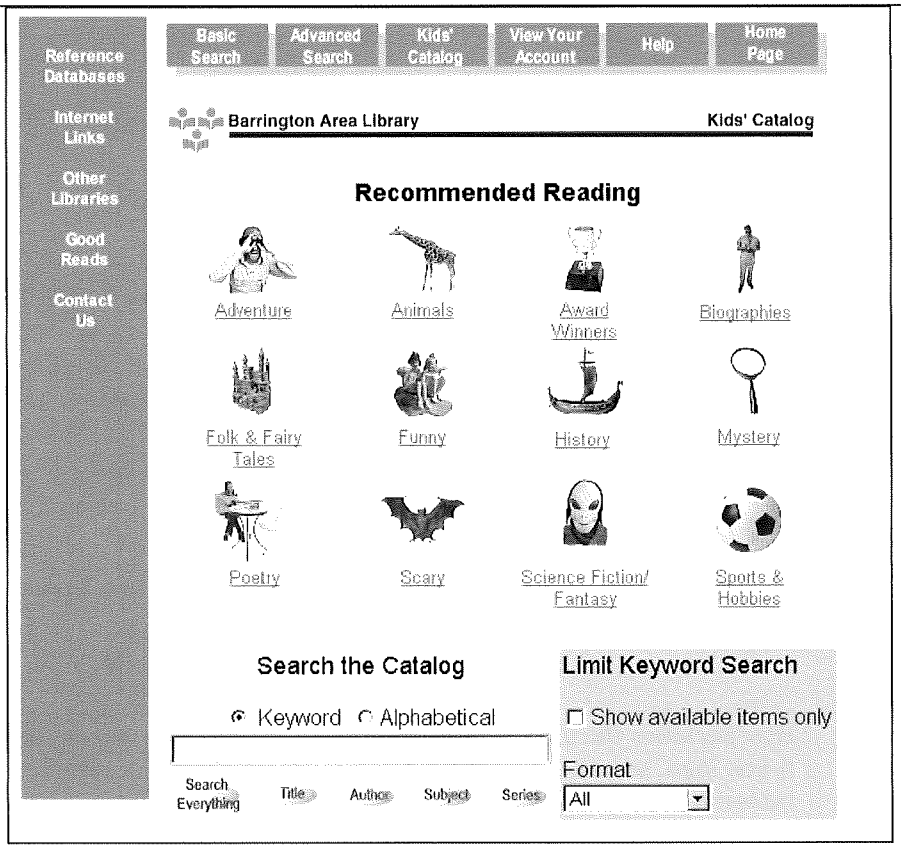
A patrons or staff can places holds on items displayed

epixtech:	**iPac includes the ability to customize all aspects of a screen, including the fonts, logo, search options, and text. It also includes a variety of templates, including a "KidZone" template, which is shown below.**


Easy Search
Alphabetical Search
Help
Welcome to the Library. The Quick search page is for fast and easy keyword searching.
Enter Search Phrase:
Title
Alphabetical search allows you to browse through the lists of authors, subjects and titles.
Easy Search | Alphabetical Search | Help
epixtech
Email for suggestions
English

A 2. FCPL staff must be able to design custom pre-set searches to retrieve the best results for standard topics such as science projects, crafts, or specific holidays. Authorized staff must be able to assign appropriate icons to these FCPL designed searches and search results should have the same characteristics as listed in number 1 above.

epixtech:	**The screen shot below shows how one of our clients has created pre-defined searches.**



__A__ 3. The display of specialized bibliographies, such as *Suggested Summer Reading*, must be permitted. Assignment of icons must also be permitted for these specialized bibliographies and the search results should have the same criteria as other searches.

__A__ 4. The children's PAC must have full PAC capabilities and be fully integrated with other system modules and be accessible from all PAC and staff workstations.

__A/N__ 5. The system software must come with a full set of icons for this module. Additional icons must also be easily added by authorized staff without vendor or third party involvement.

epixtech:	**Staff can add icons, but icons are not included with the PAC module.**

__A__ 6. The system must index children's subject headings separately.

III. Meeting Room Booking

__N__ 1. The system must enable authorized staff to book any FCPL meeting room to any user, subject only to policies established by FCPL.

__N__ 2. The proposed system must support a booking record including at least the following:

N	user ID	N	date last booked
N	location or Branch Library	N	equipment needed
N	date created	N	current bookings.
N	date needed	N	total bookings
N	days needed		

N 3. The system proposed must allow meeting rooms to be booked up to one year in advance.

N 4. Before allowing staff to book a room, the system must check the calendar to ensure that the date is free.

N 5. The system must allow a booking confirmation letter to be created and sent to the user.

N 6. A calendar must be on the PAC so patrons can determine what dates meeting rooms are available and/or already booked.

N 7. The system must allow authorized staff to cancel any booking at any time.

N 8. The system must enable authorized staff to generate and print reports. These reports shall include:

- N — number of time each room was booked in a library specified period of time
- N — number of bookings that were cancelled
- N — lists of selected or all users with bookings for any library specified period of time

epixtech:	**Horizon Sunrise has a Media Scheduling module for scheduling media items such as VCRs and TVs, but it has not been customized to handle the specific needs of meeting room booking.**

IV. Enhanced Searching and Patron Tools

D 1. The system should provide a single point from which patrons can do simple or complex searches. Multiple sources such as, the FCPL catalog, other Maryland public libraries, Internet search engines (e.g. Yahoo, Google), third party databases (e.g. Infotrac) will be available for searching. Patrons can choose where they want to search.

epixtech:	**This functionality is in development and is scheduled for release September of 2001.**

N 2. Patrons can elect to be notified when materials by their favorite author(s) have been ordered and/or received. The system will allow notification by email, print or telephone.

P 3. From the FCPL PAC, patrons can search third party vendors (e.g. Amazon, Barnes & Noble) for materials and purchase them online.

A/D/P 4. The system will provide patrons with information on all of the following:

- P — a list of what others are reading
- A — best seller lists
- A — library announcements

D book reviews
D book jackets or covers
P annotations for books and other materials
D author bio graphical information

epixtech:	**Items in development are scheduled for release September of 2001. Items that are planned do not yet have an expected date of release.**

D 5. The system will provide the ability for users to see more titles similar to the ones they have already retrieved.

epixtech:	**This functionality is in development and is scheduled for release September of 2001.**

P 6. FCPL patrons will be able to set up a profile of his/her individual searching and interest preferences.

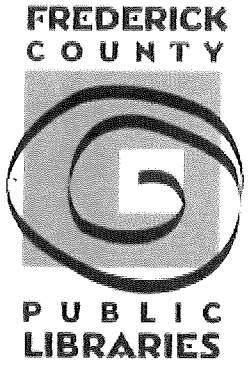
P 7. The system will provide additional information about selected titles. This additional information should include, but is not limited to author biographies, book reviews, summaries, tables of contents and book covers.

D 8. The system will be able to suggest additional topics or titles to users. This feature will be available to patrons with a single mouse click or keystroke.

epixtech:	**This functionality is in development and is scheduled for release September of 2001.**

A 9. The source of any search results will be clearly displayed and attributed to the source.

A 10. Search results should be rated according to relevancy.



6: Exceptions to Terms and Conditions for **Frederick County Public Libraries**

submitted by

July 12, 2001

PROPOSAL TERMS AND CONDITIONS

RECEIPT AND OPENING OF PROPOSALS

Separately Sealed Technical and Cost Proposals for service as required by the Board of Frederick County Commissioners, and as set forth in the following specifications and/or proposal form prepared under the direction of said Board of Frederick County Commissioners, will be opened and publicly acknowledged in the office of the Purchasing Director, Winchester Hall, 12 East Church Street, Frederick, Maryland 21701, unless otherwise noted, on the day and hour (local time) stated herein. The person, firm or corporation making such proposal shall submit Technical and Cost Proposals in separately sealed envelopes to the Purchasing Director, or his duly designated representative, at the place herein mentioned on or before the hour and day stated herein, and the envelopes shall be endorsed on its face with the name of the person, firm or corporation making such proposal, the date of its presentation, the title of the services, and whether it contains the Technical or Cost Proposal, for which such proposal is made and the Request for Proposal number. The Owner reserves the right to reject any and/or all proposals, to consider informal all proposals not prepared in accordance with instructions, or to waive any such informalities. Any proposal may be withdrawn and resubmitted prior to the opening of proposals. After a proposal has been opened it may not be withdrawn for a period of ninety (90) days.

TIME FOR RECEIVING PROPOSALS

Proposals received prior to the time of opening will be securely kept unopened. The Purchasing Director whose duty it is to open them will decide the specified time has arrived, and no proposal received thereafter will be considered. No responsibility will attach to the Purchasing Director, or his representative, for the premature opening of a proposal not properly addressed and identified. Unless specifically authorized, telegraphic proposals will not be considered. The Board of Frederick County Commissioners assumes no responsibility for the timely deliverance of mailed proposals.

AWARD OR REJECTION OF PROPOSALS

The Board of Frederick County Commissioners reserves the right to reject any and/or all proposals and to waive any informalities in proposals received whenever such rejection or waiver is in the best interest of Frederick County. All Instructions, Conditions and Provisions contained within the proposal

document must be adhered to. Failure to comply with an Instruction, Condition or Provision shall be deemed reasonable cause to disqualify any proposal. The Board of Frederick County Commissioners also reserves the right to reject the proposal of a firm who has previously failed to perform properly or complete on time contracts of a similar nature or a proposal of a firm which investigation shows is not in a position to perform the contract. The Board of Frederick County Commissioners also reserves the right to award the proposal within ninety (90) days from the date of the opening.

QUOTATION

If required, the firm shall insert the price per stated unit and the extension against each item in the proposal form. All proposals shall be made in accordance with form of proposal..

TAXES

No charge will be allowed for Federal, State or Municipal Sales and Excise Taxes from which Frederick County is exempt. The proposal price shall be net and shall not include the amount of any such tax. Exemption certificates, if required, will be furnished on forms provided by the firm.

The following tax-exempt numbers are applicable on this proposal:

FEDERAL EXCISE TAX EXEMPTION: 52-6000943

STATE TAX EXEMPTION: 3000118-5

PURCHASER'S RIGHT OF SELECTION

The Board of Frederick County Commissioners reserves the right to reject any and/or all proposals in whole or in part, to make partial awards, to waive any irregularity in any quotation, and may reject any proposal that shows any omissions or alterations of form, additions not called for, conditions or alternate proposals, and may make any such award as is deemed to be in the best interest of Frederick County.

BILLING AND PAYMENT

Each bill shall carry the purchase order number of the Board of Frederick County Commissioners. Payment will be made as outlined in the Scope of Work. All invoices will be paid within thirty (30) days unless any item

thereon is questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim.

RESERVATION AND ANNULMENTS

The right is reserved by the Board of Frederick County Commissioners to reject proposals for any and all of the items, if in its judgment the interest of the County is not being served.

The Board of Frederick County Commissioners also reserves the right to annul any contract if in its opinion there shall be a failure at any time, to perform faithfully any of its stipulation, or in case of any willful attempt to impose upon the Board of Frederick County Commissioners, workmanship inferior to that required by the contract and any action taken in pursuance of this latter stipulation shall not affect or impair any rights or claims of the Board of Frederick County Commissioners to damages for the breach of any covenant of the contract by the contractor.

Should the contractor fail to comply with the conditions of this contract or fail to complete the required work within the time stipulated in the contract, the Board of Frederick County Commissioners after proper notice reserves the right to purchase in the open market, the required service at the expense of the contractor. Should the contractor fail to complete the required work included in this contract, the Board of Frederick County Commissioners reserves the right to withdraw such required work from the operation of this contract without incurring further liabilities on the part of the Board of Frederick County Commissioners thereby..

COMPLIANCE WITH SPECIFICATIONS

The firm shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as the true intent and meaning of the scope of services as decided by the Purchasing Director, and as described hereinafter.

CONTRACT

The proposal with respect to all items accepted and all papers accompanying the same, the scope of services, and other papers and documents referred to in any of the foregoing shall constitute the formal contract, unless otherwise specified between the successful firm or individual and the Board of Frederick County Commissioners.

ERRORS IN PROPOSALS

All firms or individuals are expected to fully inform themselves as to the conditions, requirements and specifications before submitting proposals. Failure to do so will be at the firm or individual submitting the proposals own risk. They may not secure relief on the plea of error in either omission or commission. In case of error in extension of prices in the proposal, the unit price shall govern.

SIGNATURE OF PROPOSALS

Each proposal must show the full business address and telephone number of the firm or individual and be signed by the person or persons legally authorized to sign the contract. All correspondence concerning the proposal and contract, including notice of award, copy of contract and purchase order, will be mailed or delivered to the address shown on the proposal in the absence of written instructions for the contractor to the contrary. Proposals by partnership must be signed in the partnerships name by one of the members of the partnership or by an authorized representative followed by the signature and designation of the person signing, who shall also state the names of the individuals composing the partnership. Proposals by corporations, followed by the signature and designation of the officer having authority to sign. When requested, satisfactory evidence of authority of the officer signing in behalf of the corporation shall be furnished. Anyone signing the proposal as agent shall file satisfactory evidence of his authority to do so.

CONFLICT OF INTEREST

All proposals, when submitted, shall be signed by the individual, or if a corporation, an officer thereof, stating that the person signing has read and understands the following provisions:

"PROHIBITIONS. No officer or employee of the County, whether elected or appointed, shall in any manner whatsoever, be interested in or receive any benefit from the profits or compensation of any contract, job, work or service for the County. No such officer or employee shall accept any service or thing of value, directly or indirectly from any persons, firm or corporation having dealings with the County, upon more favorable terms than those granted to the public gene rally; nor shall they receive, directly or indirectly any part of any fee, commission or other compensation paid or payable by the County, or by any person in connection with any dealings with the County, or by any person in connection with any dealings with or proceedings before any branch office, department, board, commission, or other agency of the

County. No such officer or employee shall, directly or indirectly be the broker or agent who procures or receives any compensation in connection with the procurement of any type of bonds for County officers, employees or persons or firms doing business with the County. No such officer or employee shall solicit or accept any compensation or gratuity in the form of money or otherwise for any act of omission in the course of the public work; provided, however, that the head of any department or board of the County may permit an employee to receive a reward publicly offered and paid for, for the accomplishment of a particular task."

"BRIBERY. The Bidder, to the best of his knowledge, whether he be an officer, director, partner or any of its employees directly involved in obtaining contracts with the State, or any County or other subdivision of the State, has not been convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any State or Federal Government."

FREDERICK COUNTY EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

Frederick County expects that the firm or individual does not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex or age.

INDEMNIFICATION AND INSURANCE

The contractor shall indemnify, keep harmless the County, its agents, Officials and employees, against all injuries, death, loss, damages, claims, patent claims, suits, judgments, cost and expenses, which may in anyway accrue against the County in consequence of the granting of this contract or any performance there under, or which may in any way result from a negligent act or omission of the contractor or its employees, or of the subcontractor or its employees, and the contractor shall at its own expense through council chosen by the contractor and approved by the Board of County Commissioners of Frederick County, such approval not to be unreasonably withheld, appear, defend, and pay all reasonable charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith, and if judgment shall be rendered against the Count in any such action, the contractor shall at their own expense, satisfy and discharge same. Contractor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County herein provided.

A Certificate of Insurance will be requested by Frederick County as needed. If requested, a Certificate shall be provided within (10) calendar days from the date of such request.

epixtech:	**Following is the indemnification language from our contract:** ***epixtech* will assume the defense of, and indemnify and save harmless, the Library, its officers and employees from and against all damages and liability resulting directly from gross negligence or willful misconduct of *epixtech* in the performance of this Agreement.** ***epixtech* will effect the repair or replacement of the system or correct the performance of its services in accordance with Section 5, and this will constitute its and its suppliers' sole liability for any failure or defects of such system or services;** ***epixtech's* and its suppliers' liability on any claims for damages, losses or expenses arising out of this Agreement will be limited to direct damages and will not exceed the system purchase price, except as provided in Section 9, the preceding paragraph, or for personal injury and damage to tangible personal property claims;** **Notwithstanding any other provision of this agreement, neither *epixtech*, its affiliates, subsidiaries, parent corporation, any of its parent corporation's affiliates or subsidiaries, including their officers, directors, employees or agents, nor *epixtech* suppliers, including their officers, directors, employees or agents nor their subsidiaries, shall be liable to or through the library for any indirect, incidental or consequential damages (including but not limited to lost profits, lost revenue or failure to realize expected savings) sustained or incurred in connection with the performance or nonperformance of work under this agreement and any amendments thereto, or the provision, use or operation of the system or services provided or sold hereunder, regardless of the form of action and whether or not such damages are foreseeable;** **This section 10 shall survive failure of any exclusive remedy.**

PREPARATION OF PROPOSALS - PLEASE READ CAREFULLY

Proposals must be signed by an authorized representative of the company submitting a proposal. All erasures and/or changes shall be initialed by the individual making modifications to the proposal. Should there be a conflict between the general proposal conditions and the scope of services, the scope of services shall prevail..

PROCEDURES

The extent and character of the work to be done by the firm shall be subject to the general control and approval of **Darrell Batson** or his authorized

representative. The firm shall not comply with requests and/or orders issued by other than the representatives acting within their authority for the County.

PRIME CONTRACTOR

The Contractor shall be an independent firm not affiliated with any manufacturer.

SUBCONTRACTORS/SUBCONSULTANTS

The firm shall identify all proposed subcontractors who will be furnishing services under the terms of this Request for Proposal. Subcontractors shall conform in all respects to the applicable provisions specified for the prime contractor and shall be subject to approval by the County. If a subcontractor/subconsultant is determined to be unacceptable by the County, the firm shall substitute an acceptable subcontractor/subconsultant with no change in any contract unit prices or overall contract sum. If a firm fails, within a timely manner, to propose another subcontractor/subconsultant to whom the County has no objection, the County reserves the right to reject the proposal. The firm will use only those subcontractors/subconsultants approved by the County.

CONFIDENTIALITY

Offers must specifically identify those portions of their proposals, if any, which they deem to contain confidential or proprietary information of trade secrets and must provide justification to be considered by the County in determining whether such material, upon request, should not be disclosed by the County. All requests for information shall be handled in accordance with the Freedom of Information Act.

DEVIATIONS/EXCEPTIONS

All deviations from the requirements stated herein shall be noted in detail by the proposer in writing and enclosed in the Technical portion of the proposal. The absence of written deviations submitted in the Technical Proposal will hold the Offeror strictly accountable to the County to the Terms and Conditions as written. Any deviation to these Terms and Conditions presented as stated above will be reviewed during the Technical Evaluation.

AVAILABILITY OF FUNDS

A contract shall be deemed executory only to the extent of appropriations available for the procurement of such articles.

DELIVERY OF GOODS

All goods delivered to the County shall be shipped FOB Destination with any freight charges prepaid..

TERMINATION FOR CONVENIENCE

The performance of work under this contract may be terminated by the County in accordance with this clause in whole, or from time to time in part, whenever the County shall determine that such termination is in the best interest of the County. The County will pay all reasonable costs associated with this contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination.

TERMINATION FOR DEFAULT

If the contractor fails to fulfill its obligation under this contract properly and on time, or otherwise violates any provision of the contract, the County may terminate the contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the County's option, become the County's property. The County shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and the County can affirmatively collect damages.

BID BOND, CERTIFIED OR CASHIER'S CHECK

If indicated, each bid shall be accompanied by a bid bond signed by a surety company licensed to do business in the State of Maryland, or by a cashier's check, certified check or Treasurer's check drawn on a responsible bank doing business in the United States in the amount of five percent of the total estimated value of the first year of the contract and shall be made payable to Frederick County, Maryland. U.S. Postal Money Orders are acceptable in lieu of certified checks.

PERFORMANCE BOND

If indicated, the successful bidder or bidders on this bid must furnish the required performance bond, made out to Frederick County, Maryland, prepared on an approved form, as security for the faithful performance of their contract, within ten days of their notification that their bid has been accepted. The surety thereon must be such surety company or companies as are authorized and licensed to transact business in the State of Maryland. Attorneys in fact who sign bonds must file with each bond a certified copy of their power of attorney to sign bonds. The successful bidder or bidders upon failure or refusal to furnish within ten days after their notification the required bonds shall forfeit to Frederick County, Maryland, as liquidated damages their bid deposit. The Performance Bond shall be in the amount one hundred percent (100%) of the contract price of the first year of the contract covering faithful Performance of the contract.

LIQUIDATED DAMAGES

Should the selected contractor fail to perform as agreed it is understood that the County will deduct from any outstanding invoices(s), or by other means as allowed by law, an amount equal to Five Hundred Dollars ($500.00) per calendar day until the satisfactory performance is accomplished. As evidenced by submitting a Proposal it is understood that this is not a penalty, but is in fact a Liquidated Damage.

PROVISIONS FOR OTHER AGENCIES

The following agencies within Frederick County must be able to purchase directly from contracts resulting from this Invitation For Bid:

Frederick County Public Schools
Frederick Community College
Municipalities of Frederick County

While this IFB is prepared on behalf of the Frederick County Government, it is intended to apply for the benefit of the above named agencies as though they were expressly named throughout the document. Each of these agencies may purchase from the successful vendor under the same terms and conditions of the contract with the Frederick County Government, in accordance with each agencies respective laws and regulations, or an agency may choose not to procure from the successful vendor at the agency's sole discretion. If one of the above named agencies elects to purchase under the contract, the price shall be determined by using unit costs and other pertinent

costs provided in the offer. Any special discounts unique to a particular agency (e.g. Frederick County Public Schools) should be stated..

INSTRUCTIONS FOR SUBMITTING PROPOSALS

PRE-PROPOSAL CONFERENCE

a. A Pre-Proposal Conference will be held on June 26, 2001 at 1:30 PM in the Purchasing Conference Room, 1 st floor, Winchester Hall, 12 E. Church St. Frederick, MD.
b. At this session representatives of the County will explain the project objectives. Questions will be answered at this time.
c. Addendum and Supplement to Request:

If it becomes necessary to revise any part of this request or if additional data is necessary to enable the exact interpretation of provisions of this request, or if revisions are necessary after the pre-proposal conference, the revisions will be provided to all of those firms that received the initial RFP.

d. Questions and Inquiries

Questions and inquires, both verbal and written, will be accepted from any and all firms or individuals while attending the pre-proposal conference. Questions prior to or subsequent to this conference must be submitted in writing at least ten (10) days in advance of the proposal opening date. All questions must be forwarded to the Buyer. Questions will be answered in writing and both questions and answers will be distributed.

PREPARATION AND SUBMITTAL OF PROPOSALS

a. All proposals shall be signed in ink by authorized principals of the firm.

b. All attachments to the request for proposals requiring execution by the firm are to be returned with the proposals.

c. Technical and Cost Proposals are to be returned in separate sealed envelopes. The face of the envelopes shall indicate the R.F.P. number, time and date of public opening, and title of the proposal, i.e. and whether they contain the "Technical" or "Cost" proposal.

d. Proposal must be received by the Purchasing Department not later than 3:00 PM on July 12, 2001. Requests for extensions of this date will not be granted unless noted in an addenda. Firms mailing proposals should allow for normal mail time to ensure receipt of their proposals by the Purchasing Department prior to the time fixed for the opening of the proposal. Proposals, or unsolicited amendments to proposals, received by the County after the closing date will not be considered. Proposals will be publicly opened and logged in on the date specified above.

Firms shall submit one original and five (5) copies of the proposal to the County.

e. All materials submitted as a part of this bid should be ~~printed on both sides of the page.~~.

WITHDRAWAL OF PROPOSALS

a. All proposals submitted shall be valid for minimum period of ninety (90) calendar days following the date established for opening.

MISCELLANEOUS REQUIREMENTS

a. The County will not be responsible for any expenses incurred by a firm in preparing and submitting a proposal. All proposals shall provide a straightforward concise delineation of your capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

b. Firms who submit a proposal in response to this RFP may be required to make an oral presentation of their proposal. The Purchasing Department will schedule the time and location for this presentation.

c. The contents of the proposal submitted by the successful bidder and this RFP will become a part of any contract awarded as a result of these specifications. If additional contracts, terms and provisions are required by the firm, they shall be included in the firm's proposal. If the County determines any of these to be unacceptable the proposal may be rejected.

d. The firm is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation without the previous content and approval in writing by the County.

epixtech:	**Following is the preferred language from our contract:** **No assignment of this Agreement or any right or interest herein by either party will be effective unless the other party has given its written consent to such assignment. However, *epixtech* may assign this Agreement to an affiliate or subsidiary of *epixtech* or its parent corporation within its corporate structure, including its affiliates, subsidiaries and parent corporation, or assign its rights to receive payments hereunder without the Library's consent.**

REQUEST FOR PROPOSAL PROTEST

Interested party means an actual or prospective bidder, offeror, or contractor that may be aggrieved by the solicitation or award of a contract or by the protest.

Protestor means any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or the award of a contract and who files the protest.

An interested party may protest to the Frederick County Purchasing Director the award or the proposed award of a contract for supplies, services or construction. The protest shall be in writing and addressed to the Purchasing Director. Protest based upon alleged improprieties in any type of solicitations which are apparent before proposal opening or the closing date for receipt of initial proposals shall be filed before proposal opening or the closing date and time for the receipt of the proposal. In all other cases proposal protests shall be filed not later than seven (7) days after the basis for protest is known or should have been known, whichever is earlier. The term "filed" means receipt in the Purchasing Department. Any protest filed after the time limit prescribed above shall not be considered.

The written protest shall include as a minimum the following:

A. The name and address of the protestor..

B. Appropriate identification of the procurement, and, if a contract has been awarded, its number, if known.

C. A statement of reasons for the protest.

D. Supporting exhibits, evidence, or documents to substantiate any claims unless not available within the filing time in which case the expected availability date shall be indicated.

The Purchasing Director shall submit a copy of the protest to the County Attorney upon receipt of the protest.

Any additional information requested of the protestor by the Purchasing Director shall be submitted within five (5) days after receipt of notification in order to expedite consideration of the protest. Failure to comply with a request for information by the Purchasing Director may result in a resolution of the protest without consideration of any information which is untimely filed pursuant to such request.

Upon written request, the Purchasing Director shall make available to any interested party information submitted that bears on the substance of the protest

except when information is proprietary or otherwise permitted or required to be withheld by law or regulation.

A decision on a protest shall be made by the Purchasing Director in writing as expeditiously as possible after receiving all relevant, requested information. Before issuance, the decision of the Purchasing Director shall be reviewed by the County Attorney.

Should the department head of the County agency originating the proposal or the protestor disapprove of the Purchasing Director's decision, they may appeal the decision to the County Commissioners within seven (7) days after receipt of the decision. All information used to support the protest and the decision of the Purchasing Director shall be made available to the County Commissioners.

A written decision on the protest shall be made expeditiously by the County Commissioners and deemed the final action on the protest.

DEBRIEFING OF UNSUCCESSFUL OFFERORS:

A. When a contract is to be awarded on some basis other than price alone, unsuccessful offerors shall be debriefed upon their written request submitted to the procurement officer within a reasonable time. Debriefings shall be provided at the earliest feasible time after contract award and shall be conducted by a procurement official familiar with the rationale for the selection decision and contract award.

B. Debriefing

(1). Debriefing shall:

a. Be limited to discussion of the unsuccessful offeror's proposal and may not include specific discussion of a competing offeror's proposal..

b. Be factual and consistent with the evaluation of the unsuccessful offeror's proposal; and

c. Provide information on areas in which the unsuccessful offeror's technical proposal was deemed weak or deficient.

(2). Debriefing may not include discussion or dissemination of the thoughts, notes, or rankings of individual members of an evaluation committee, but may include a summary of the procurement officer's rationale for the selection decision and recommended contract award.

C. A summary of the debriefing shall be made a part of the contract file..